Alberta Disaster Services Training

2002

MUNICIPAL AFFAIRS
Disaster Services

103-03914/

DISASTER SERVICES BRANCH

Disaster Services Training

This manual provides the requirements for conducting disaster services training courses in Alberta. It is issued on authority of the Executive Director, Disaster Services Branch, Alberta Municipal Affairs. A copy of the manual is available in electronic format by contacting Disaster Services at 780-422-9000.

The adult education methodology in this manual is influenced by material from the Diploma in Adult Education Program, St. Francis Xavier University, Antigonish, Nova Scotia. The assessment tools for course materials, lesson plans, training delivery and evaluation are adapted from the National Training Strategy developed by the Canadian Emergency Preparedness College, in conjunction with provincial and territorial emergency measures organizations.

Thank you to the following Training Advisory Committee members for their extremely valuable advice and feedback:

Daina Bruners
Daina A. Bruners & Associates Consulting Ltd.
Edmonton, AB T6C 3H7

Bill Goggin
Director, Diploma in Adult Education
St. Francis Xavier University
Antigonish, NS B2G 2W5

George Roddick
Fire Chief
Town of Viking
Viking, AB T0B 4N0

Thanks are also due to the many emergency planners, elected officials, training consultants and others who have provided input for this document. We look forward to receiving your ongoing feedback and suggestions.

ISBN Number: 0-7785-1943-0

Copyright © 2002, the Crown in the Right of Alberta, as represented by the Minister of Municipal Affairs, Alberta Municipal Affairs, Disaster Services, 16D Commerce Place, 10155-102 Street, Edmonton, Alberta, Canada, T5J 4L4.

All rights reserved. Permission is hereby given by the copyright owner for any person to reproduce this document or any part thereof, for educational purposes and on a non-profit basis.

Foreword

The Disaster Services Branch of Alberta Municipal Affairs ensures that Alberta's communities are prepared to respond effectively to disasters and emergencies by:

- Developing and co-coordinating an overall provincial program of preparedness for, response to and recovery from major emergencies and disasters
- Assisting municipalities, industry and First Nation communities to develop and maintain a high level of emergency preparedness
- Co-ordinating provincial response activities during a major emergency or disaster
- Managing a program that mitigates against the potential consequences of terrorist activities involving both the public and private sectors
- Working with federal and provincial government departments and non-governmental organizations to develop and maintain a wide range of provincial emergency response plans
- Managing disaster recovery programs that help Albertans recover from the adverse affects of a disastrous situation
- Assisting all departments of the Government of Alberta in the development, exercise, evaluation and validation of their business resumption plans

See the Branch's website at http://www.gov.ab.ca/ma/ds for more information

Training and education are essential elements of an emergency preparedness program. Training individuals who have a role in emergency planning or response to become more effective and organized or more skilled will enhance the level of emergency preparedness within Alberta.

This manual provides the standard for disaster services training throughout Alberta. Municipal officials, trainers and others conducting disaster services training are expected to use this manual as their primary resource document.

This manual is based on recognized principles of adult learning. The training concentrates on what the learner will be able to do at the conclusion of the course and the best methods of training to meet those specific learning objectives.

Marion Boon
Director, Training Programs
Alberta Disaster Services

April 17, 2002

Ron Wolsey
Executive Director
Alberta Disaster Services

April 17, 2002

Distribution

INTERNAL

1. Disaster Services Branch staff

EXTERNAL

1. Alberta Urban Municipalities Association
2. Alberta Association of Municipal Districts & Counties
3. Training consultants who have advised Disaster Services of their interest in providing disaster services training in Alberta
4. Canadian Emergency Preparedness College

Table of Contents

Distribution ____ *iv*

Table of Contents ____ *v*

POLICIES AND PROCEDURES

Chapter 1. Disaster Services Training in Alberta ____ *1-1*

Section 1. Why Disaster Services Training ____ *1-1*

Section 2. Purpose of this Manual ____ *1-1*

Section 3. The Training Process ____ *1-2*

Section 4. Roles and Responsibilities Matrix ____ *1-3*

Section 5. Amendment and Review of this Manual ____ *1-3*

Chapter 2. Training Needs Analysis ____ *2-1*

Section 1. Needs Assessment Strategy Matrix ____ *2-1*

Chapter 3. Training Design ____ *3-1*

Section 1. Course Content Requirements ____ *3-1*

Section 2. Experiential Design Model ____ *3-2*

Chapter 4. Conduct of Training ____ *4-1*

Section 1. Training Funded by the Municipal Sponsorship Program ____ *4-1*

Section 2. Alberta Disaster Services Approved Trainers ____ *4-2*

Section 3. Video Collections ____ *4-2*

Chapter 5. Training Evaluation ____ *5-1*

Section 1. Evaluation of Training ____ *5-1*

Section 2. Evaluation Matrix ____ *5-2*

Chapter 6. Training Validation ____ *6-1*

Section 1. Training Validation Matrix ____ *6-1*

COURSE TRAINING STANDARDS

Chapter 7. Municipal Elected Officials Course ____ *7-1*

Section 1. Course Overview ____ *7-1*

Section 2. Course Content Requirements ____ *7-3*

Municipal Elected Officials Course Information Sheet ____ 7-13

Chapter 8. Basic Emergency Preparedness Course ____ *8-1*

Section 1. Course Overview ____ *8-1*

Section 2. Course Content Requirements ____ *8-3*

Basic Emergency Preparedness Course Information Sheet ____ 8-12

Chapter 9. Emergency Public Information Course ____ *9-1*

Section 1. Course Overview ____ *9-1*

Section 2. Course Content Requirements ____ *9-3*

Emergency Public Information Course Information Sheet ____ 9-11

Chapter 10. Emergency Management Course ____ *10-1*

Section 1. Course Overview ____ *10-1*

Section 2. Course Content Requirements ____ *10-3*

Emergency Management Course Information Sheet ____ 10-15

Chapter 11. Disaster Social Services Planning Course 1

Section 1. Course Overview 1

Section 2. Course Content Requirements 3
Disaster Social Services Planning Course Information Sheet 11-17

Chapter 12. Disaster Health Services Planning Course 12-1

APPENDICES

Appendix A. Forms 1
CLASS LIST 2
LEARNER EVALUATION 5
TRAINER'S REPORT 6
CONDUCT OF TRAINING: OBSERVATION REPORT 7
STATEMENT OF INTEREST IN CONDUCTING TRAINING 12
LEARNER MANUAL ASSESSMENT TOOL 13
LESSON PLAN ASSESSMENT TOOL 14
SAMPLE LESSON PLAN 15
TRAINING VALIDATION 17

Appendix B. Glossary 18

Appendix C. Adult Education 24

Section 1. Principles of Adult Learning 24

Appendix D. Fact Sheets 25

Disaster Services Branch 26

Alberta's Emergency Preparedness Framework 27

Role of Alberta Disaster Services District Officer 28

Disaster Social Services Planning in Alberta 29

Alberta's Disaster Recovery Programs 30

Joint Emergency Preparedness Program 31

Appendix E. References 32

Appendix F. Index 34

Chapter 1. Disaster Services Training in Alberta

Section 1. Why Disaster Services Training

The *Disaster Services Act* states that the local authority is responsible for the direction and control of the municipality's emergency response. The *Act* requires local authorities to prepare and maintain emergency plans and programs. Training and education are essential elements of an emergency management program. Providing individuals who have a role in emergency planning or response with the necessary knowledge and skills will enable a more coordinated and effective municipal response and will enhance the overall level of emergency preparedness within Alberta.

Disaster services training in Alberta is seen as occurring at two levels - individual and collective:

- Individual training involves personal study and participation in workshops, seminars and courses.
- Collective training involves disaster exercises and mock disasters, which provide individuals and teams with experiential learning opportunities as well as testing and validating an organization's or agency's emergency plan.

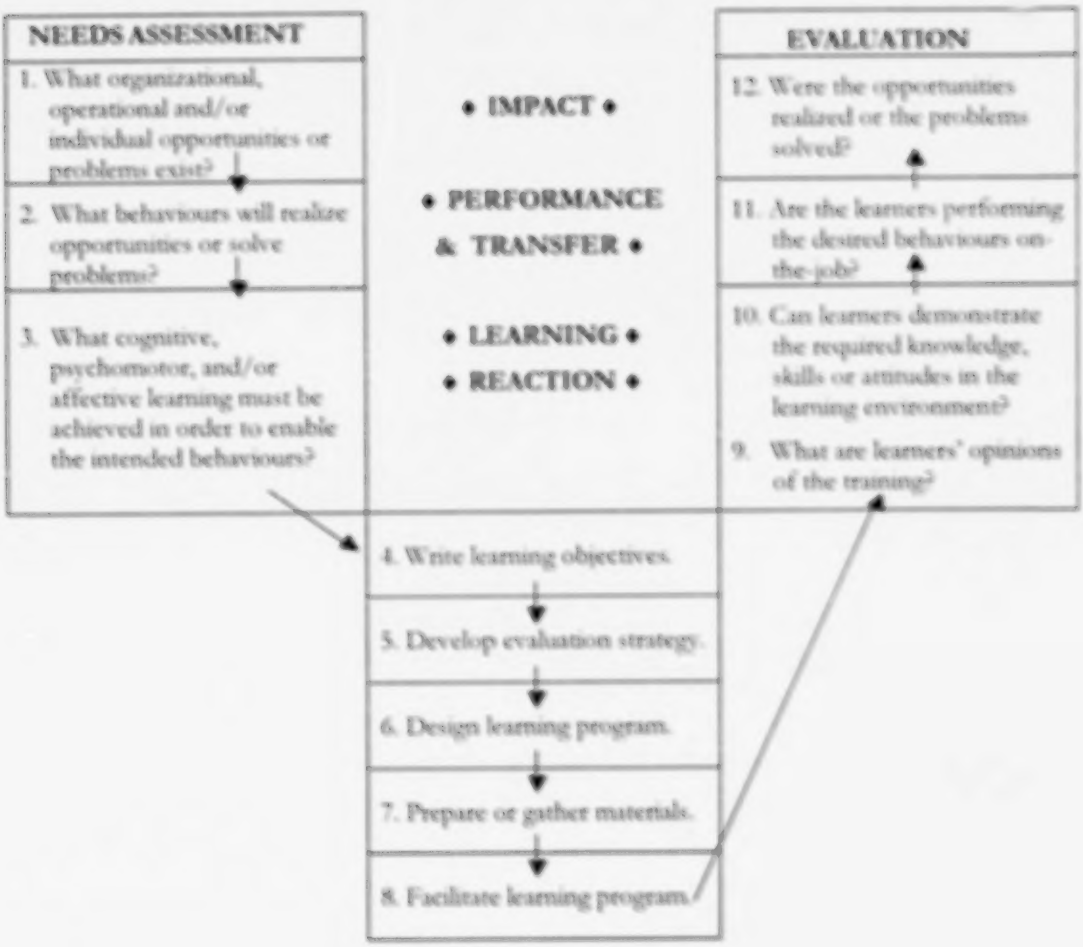
The learning objectives for each course in this manual have been designed to provide learners with knowledge and skills that will assist them in carrying out their emergency management functions. This includes information on legislation requirements, Alberta's emergency preparedness framework and the disaster environment. Training should incorporate lessons learned during responses to actual emergencies and disasters so that actions or activities that worked well can be repeated and those that did not are not repeated. The challenge will always be to capture the lessons learned and to share them with others who may face a similar situation.

Section 2. Purpose of this Manual

This manual defines roles and responsibilities and provides the standards for disaster services training throughout Alberta. Municipal officials, trainers and others planning, conducting, evaluating and validating disaster services training are expected to use this manual as their primary resource document. Disaster services training that is funded by the Government of Alberta must comply with the standards described in this manual.

Chapters 1 to 6 provide information on the analysis, design, conduct, evaluation and validation of training. Chapters 7 to 12 provide the learning objectives and specific requirements for training courses. Requirements for disaster exercises are also being developed and will be made available to municipal officials and others who will have a role in planning and conducting exercises.

Section 3. The Training Process


NEEDS ASSESSMENT
1. What organizational, operational and/or individual opportunities or problems exist?
2. What behaviours will realize opportunities or solve problems?
3. What cognitive, psychomotor, and/or affective learning must be achieved in order to enable the intended behaviours?
• IMPACT •
• PERFORMANCE & TRANSFER •
• LEARNING •
• REACTION •
EVALUATION
12. Were the opportunities realized or the problems solved?
11. Are the learners performing the desired behaviours on-the-job?
10. Can learners demonstrate the required knowledge, skills or attitudes in the learning environment?
9. What are learners' opinions of the training?
4. Write learning objectives.
5. Develop evaluation strategy.
6. Design learning program.
7. Prepare or gather materials.
8. Facilitate learning program.

Section 4. Roles and Responsibilities Matrix

	ACTIVITY	LEAD AGENCY	SUPPORTING AGENCY	SUPPORTING DOCUMENTATION
ANALYSIS	Needs Assessment Analysis of needs Course training standards	ADS, Training Programs	ADS – Community Programs – Industrial Programs – Provincial Programs	*Disaster Services Training Manual, Chapter 2*
DESIGN	Course training plan Lesson Plan Participant manual	ADS, Training Programs Trainer Trainer	ADS – Community Programs – Industrial Programs – Provincial Programs	*Disaster Services Training Manual, Chapter 3*
CONDUCT	Scheduling training session Conducting training session	Municipality Trainer	ADS, Training Programs	*Disaster Services Training Manual, Chapter 4*
EVALUATION	Of training Of trainer Of facilities Of documentation	Municipality, Trainer, ADS District Officer	ADS, Training Programs	*Disaster Services Training Manual, Chapter 5*
VALIDATION	Impact of training Training methodology	ADS, Training Programs	ADS – Community Programs – Industrial Programs – Provincial Programs	*Disaster Services Training Manual, Chapter 6*

Legend: ADS – Alberta Disaster Services

Section 5. Amendment and Review of this Manual

This manual will be reviewed on an annual basis to ensure that it is kept current and reflects the needs of Alberta municipalities.

Suggestions are welcomed and should be sent to:

Director, Training Programs
Disaster Services Branch
Alberta Municipal Affairs
16D, Commerce Place
10155 - 102 Street
Edmonton, Alberta T5J 4L4
Telephone: 780-422-9000 or Fax: 780-422-1549

2

Chapter 2. Training Needs Analysis

Alberta Disaster Services, in consultation with municipalities, may periodically conduct an assessment of training needs. Needs assessment data may be used to:

- Help define training problems or opportunities
- Set training priorities
- Develop short and long range training plans
- Provide background for accountability for funding and support of training programs

Section 1. Needs Assessment Strategy Matrix

ASSESSMENT LEVEL	SOURCES	INFORMATION REQUIRED	METHODS
Impact Level Is disaster training supporting and promoting municipal emergency planning efforts?	Municipal officials and members of the municipal disaster services committee and agency. Observations from disaster exercises. Lessons learned from responses to an actual event.	Identify the gap between the present state of affairs and what is optimal or desired.	Reports on responses to actual disaster events. Reports on disaster exercises. Interviews. Observations: (formal or informal).
Performance Level Are municipal planners and responders (disaster service agency groups) prepared to respond to a major emergency or disaster?	Municipal officials and members of the municipal disaster services committee and agency. Observations from disaster exercises. Lessons learned from responses to an actual event.	Identify the gap between the present state of affairs and what is optimal or desired.	Reports on responses to actual disaster events. Reports on disaster exercises. Interviews. Observations: (formal or informal).
Learning Level What do municipal planners and responders (disaster service agency groups) know about emergency management?	Prospective trainees.	Identify the gap between the present state of affairs and what is optimal or desired.	Surveys. Interviews. Observations: (formal or informal).

3

Chapter 3. Training Design

Section 1. Course Content Requirements

Course content requirements provide details on learning outcomes and topics for each course. Trainers must meet the course content requirements when developing lesson plans and learning activities for courses funded by Alberta Disaster Services. Course content requirements contain these elements:

SECTION	DESCRIPTION
Course Objective	There is a course objective stated for each course that clearly defines exactly what the learner will be able to do upon completion of the course.
Learning Outcomes	Refers to the performance objective for each lesson of a course. Learning outcomes are based on either skill, knowledge or attitude elements required to achieve the applicable performance objective.
Topic Outline	The topics that must be included in the lesson plan and covered during the conduct of a specific course.
Teaching Points	Included as instances where the facilitator must present and emphasize essential messages or information to ensure that the learners have a clear understanding of the topic.
Time	The recommended amount of time in minutes that should be spent on the **Learning Outcome** for a lesson within a course. Trainers should include timings in their lesson plan.
Reference(s)	The knowledge that the learner requires to meet the performance requirements comes from a variety of documents, books and other publications. The facilitator can refer to the references when developing the lesson plan. Reference materials are listed in Appendix D.
Evaluation Exercises	Each course requires one or more evaluation exercises to assess the learner's achievement of the course objectives based on their performance. Learners should be given details on the purpose, direction and time allotted for the exercise. The exercise should provide sufficient time for learners to practice their knowledge and skills.

Section 2. Experiential Design Model

The experiential learning design model describes seven steps or phases in the learning process of adults. The learning cycle – experience, reflection, generalization and application – is the centrepiece of the model.

Orientation – *Warm Up.* Climate setting and linkage of the learning session to the learners' real world.

Clarification – *The Business of the Session.* The schedule of events in the learning session, the learning objective(s), agenda, etc.

Experience – *Something Happens!* The experience activity must capture the learners' attention, and ensure that the other steps of the learning cycle will maintain the learners' attention.

Reflection – *What Happened?* Reflection follows the experience. It must prompt the learners to observe the experience and thereby collect the relevant data embedded in the experience.

Generalization - *Why did that Happen?* Generalization follows reflection. It must cause the learner to interpret the data gathered at reflection: to theorize, prioritize, or draw conclusions.

Application – *Do - or make a plan to – use the knowledge, skills and attitudes in the real world.* The application activity follows generalization. It must allow the learners to work with the knowledge, skills and attitudes derived from the generalizations – in the form of actual practice or the planning for use in the real world.

Evaluation. Learning is verified through the execution of the learning objective's performance statements and standards.

4

Chapter 4. Conduct of Training

Section 1. Training Funded by the Municipal Sponsorship Program

Under the Municipal Sponsorship Program, a grant for disaster services training is currently available to municipalities with populations of 20,000 or less[1]. The funding is intended to enhance community disaster preparedness and response by providing training to those individuals and organizations who are members of the municipal disaster services committee or agency. This may include municipal officials and departments, health and social services organizations, schools, institutions, industry and business partners, provincial government departments and non-government organizations. The Disaster Services District Officer works with municipalities to coordinate applications for the grants and to help ensure that the training has a regional focus and includes mutual aid partners. Alberta Disaster Services maintains a list of *Alberta Disaster Services Approved Trainers* (See Page 4-2) to assist municipalities in arranging and delivering disaster services training.

1. Disaster services training that is funded by the Municipal Sponsorship Program must:
   a. Comply with the standards described in this manual,
   b. Meet the conditions of the grant agreement regarding the type of course conducted, the number of attendees, and documentation of compliance when training is completed.
2. Responsibilities of the Trainer
   a. When contracted by a municipality, in consultation with the Disaster Services District Officer, conduct disaster services training in accordance with the standards described in this manual.
   b. Provide a photocopy of the **Class List** or an electronic copy, and the **Trainer's Report** to the municipality and the Disaster Services District Officer for each course conducted, within two weeks of the course.
   c. Provide the original **Class List,** the **Learner Evaluation** forms and the **Trainer's Report** to the Director of Training Programs, Disaster Services Branch for each course conducted, within two weeks of the course.
   d. Issue certificates to participants following successful completion of a course. Certificates may be presented at the end of a course or mailed directly to participants following a course.
   e. Advise Alberta Disaster Services of issues, concerns, or ways to improve the standards.
3. Alberta Disaster Services will periodically conduct evaluations of the delivery of courses that are funded under the Municipal Sponsorship Program.

[1] AR 123/2000. Municipal Affairs Grant Regulation, Schedule 5, Municipal Sponsorship Program

Section 2. Alberta Disaster Services Approved Trainers

Trainers who are interested in conducting disaster services training within Alberta may apply to be added to the list of **Alberta Disaster Services Approved Trainers.** The List will be reviewed annually and made available to municipal disaster services officials. Individual trainers (not an organization or institution) will be entered on the List if they meet the following criteria:

1. Previous experience in adult education and facilitation of groups is required. Formal education and training in adult education is encouraged.
2. Provide confirmation of having received valid comprehensive all-hazards emergency planning and response training.
3. Have experience in practical application of skills/functions in subjects intending to teach.
4. Have submitted lesson plans for the course(s) they intend to conduct within Alberta. The lesson plan(s) must meet the Course Content Requirements as defined in this manual and must be in the format shown in the sample lesson plan in Appendix A - Forms. Lesson plans will be reviewed by Training Programs and returned to the trainers **without** copies being made. The privacy and confidentiality of information is protected under the provincial *Freedom of Information and Protection of Privacy Act.*
5. Have demonstrated an acceptable level of competence in conduct of training as observed by a staff member of Alberta Disaster Services on at least two occasions annually. See *Conduct of Training Observation Report* in Appendix A – Forms.
6. Have notified the Director of Training Programs, by December 31 each year, of their continued interest in conducting training using the *Statement of Interest in Conducting Training* – See Appendix A – Forms. Training Programs will advise the trainer if they have met the Alberta Disaster Services Approved Trainer criteria.

Notes:

1. During 2002, Training Programs will work with trainers to assist them in achieving Approved Trainer status as outlined above. When a trainer achieves Approved Trainer status, the listing of trainers will be updated accordingly.
2. Examples of valid courses are those conducted by the Canadian Emergency Preparedness College, Alberta Disaster Services, Alberta Disaster Services Approved Trainers and other provincial and territorial Emergency Measures Organizations. Equivalencies will be considered on a case-by-case basis.

Section 3. Video Collections

1. Alberta Disaster Services

   Maintains a video collection that trainers may borrow for a period of up to two (2) weeks. To receive a listing or to make arrangements to borrow a video(s), contact Alberta Disaster Services at 780-422-9000. Borrowers are responsible for arranging to pick up and return the video and for replacing a video if it is damaged or lost.

2. Office of Critical Infrastructure Protection and Emergency Preparedness (OCIPEP)

   See video listing at: http://www.ocipep-bpiepc.gc.ca/publicinfo/epc_library/our_video.html

3. Alberta Fire Commissioner's Office.

   See video listing at http://www3.gov.ab.ca/ma/fco/

Chapter 5. Training Evaluation

Section 1. Evaluation of Training

Evaluate – to find out the state or value of, to assess

The Disaster Services Branch will evaluate the effectiveness of disaster services training courses funded by the province to determine to what extent:

1. The learners were satisfied.
2. The learners obtained new and/or improved knowledge, skills, and/or attitudes.
3. The course objectives were met.
4. New and/or improved levels of emergency planning were fostered within the municipality/community/organization.
5. The occurrence of the new and/or improved emergency planning activities/performance helped the municipality/organization achieve its overall goals, as related to emergency preparedness and response. (See Chapter 6. Validation of Training)

Evaluation will focus on the outcomes or results achieved during and after a training course, using the four evaluation levels described in "Kirkpatrick's Model":

- Reaction - Level 1
- Learning - Level 2
- Transfer - Level 3
- Impact - Level 4 (See Chapter 6. Validation of Training)

Section 2. Evaluation Matrix[1]

LEVEL	SOURCES	METHODS	RESPONSIBILITY	TIMING
Reaction "Did they like it?" o Materials o Activities o Pacing o Format o Facilities o Cost o Location o Trainer skills	Learners Trainers Municipal officials, Alberta Disaster Services staff	*Learner Evaluation* form *Trainer's Report* form *Conduct of Training Observation Report* (See Appendix A – Forms)	Trainer Trainer ADS	During the course At the end of the course
Learning "Did they learn it?" o Knowledge o Skills o Attitudes	Learners Municipal officials, Alberta Disaster Services staff Trainers ** Sources for this level of evaluation must have been present during the training.*	Application o Evaluation exercises Observation: o *Conduct of Training Observation Report* Testing: o Written examination (BEP Course) o Course activities	Municipality ADS Trainer	Pre-course During the course Post course
Transfer "Did they use it?" o Usage of skills o Effectiveness of usage o Extent of usage o Confidence o Changed behaviours	Municipal officials, Alberta Disaster Services staff Learners	Observation (informal, formal) Interview and feedback Questionnaires	Municipality ADS	2 - 6 months after training (Variables, i.e., disaster event, may increase or decrease timeframe)
Performance & Impact "Did it make a difference?" o Changes in municipal/ community attitudes and perceptions See Chapter 6 – Training Validation.	Municipality and their Disaster Services Agency	Questionnaires Group discussion and report out of data Interview following response to major emergency or disaster	Municipality ADS	6 – 18 months after training (Variables, i.e., disaster event, may increase or decrease timeframe)

ADS – Alberta Disaster Services

[1] *St. Francis Xavier University, Diploma in Adult Education*

6

Chapter 6. Training Validation

Validate – to confirm

Training should ensure that those involved in emergency management are aware of their role and sufficiently prepared to respond to a major emergency or disaster. Validation of disaster services training is essential to determine if the training is supporting and enhancing municipal emergency preparedness and planning efforts, and is promoting a high level of emergency preparedness within Alberta.

Section 1. Training Validation Matrix

SOURCES	DATA	METHOD	RESPONSIBILITY	TIMING
Agencies and organizations that have responded to a disaster or major emergency.	Lessons learned in response to a disaster event	Debriefings *Training Validation Data Collection* form (See Appendix A - Forms)	Municipality assisted by the Disaster Services District Officer	Within 6 months after any disaster event.
Agencies and organizations that have participated in a major disaster exercise.	Preparedness and response capability evaluated during disaster exercises	Disaster exercises *Training Validation Data Collection* form (See Appendix A - Forms)	Municipality assisted by the Disaster Services District Officer	Post-exercise
Municipal emergency planners and members of disaster services agencies	Experiences during a response to a disaster event or disaster exercise.	Disaster services workshops Reports Person-to-person reports *Training Validation Data Collection* form (See Appendix A - Forms)	Municipality Alberta Disaster Services o Community Programs o Training Programs	Reports and individual feedback 6 months after training or after a actual disaster or major emergency

ADS – Alberta Disaster Services

7

Chapter 7. Municipal Elected Officials Course

This chapter outlines the requirements for the Municipal Elected Officials Course. The trainer's lesson plan must be based on the information contained in this chapter.

Section 1. Course Overview

INTENT OF THE COURSE

The intent of this course is to prepare elected municipal officials to carry out their responsibilities in a major emergency or disaster.

COURSE OBJECTIVE

At the end of the course, learners will have an understanding of:

1. the roles and responsibilities of elected officials in preparing for and responding to a major emergency or disaster,
2. Alberta's disaster preparedness legislation and response framework.

EVALUATION

Learners will have an opportunity to assess their success in light of the information presented to them, discussions, learning activities and the feedback they receive from the course trainer(s), Alberta Disaster Services staff, and peers.

TRAINING METHOD

A variety of instructional methods will be incorporated (e.g. content presentations, class discussions) to achieve the desired learning outcomes. As well, at least one discussion exercise will be included to provide learners with an opportunity to practice and apply their knowledge and skills. (***Instructional note:*** *The role of the District Officer should be emphasized throughout the course.)*

TARGET AUDIENCE

Chief elected officials, councillors, chief administrative officers, and municipal directors of disaster services.

COURSE PREREQUISITE

None. However, it is recommended that elected officials review their Municipal Emergency Plan prior to the course.

COURSE LENGTH AND LOADING

A minimum of 5 hours is required to achieve the course objectives. A minimum of 20 participants is recommended.

HANDOUTS

These documents must be included in the learner manual.

	Title	Source
1.	Disaster Services Act	www.gov.ab.ca/ma/ds
2.	Sample Declaration of a State of Local Emergency	Model Municipal Emergency Plan, Alberta Disaster Services
3.	Sample Disaster Services By-law	Model Municipal Emergency Plan, Alberta Disaster Services
4.	Sample public announcement following the Declaration of a State of Local Emergency	Model Municipal Emergency Plan, Alberta Disaster Services
5.	Alberta Emergency Public Warning System	www.gov.ab.ca/ma/ds (*EPWS Pamphlet as a Single Sheet Handout - 2 sides)*

OTHER

To assist municipalities in recruiting participants, the trainer may wish to provide them with *Municipal Elected Officials Course Information Sheet, Page 7-12.*

Section 2. Course Content Requirements

The learning outcomes and topics that follow describe the requirements for the Municipal Elected Officials Course. The trainer may re-order or combine topics and learning outcomes within their lesson plan as long as all topics are included and learning outcomes are achieved.

Municipal Elected Officials Course

Topic: COURSE INTRODUCTION

Learning Outcome: Learners are provided with details of the course to prepare them for the learning experience to follow.

Learners are prepared to take advantage of what the course has to offer. They are aware of the course objective, the schedule for the learning activities, who the other participants are, the facility, the course materials and feel motivated to participate as expected.

As learners, they have a clear description of what is to be learned and how they can contribute to an effective learning experience.

Total Estimated Time: 30 minutes

Topic Outline	Teaching Points
Welcome to the course	
Introduction of trainer(s) and Disaster Services District Officer	
Self introductions of learners (name, municipality, organization/agency, emergency experience/role)	
Course objective • The objective • Its evaluation	
Course outline • Approach • Benefits of course • Introduction to learner manual	
Administrative issues • Facility (washrooms, layout, exits, etc) • Breaks; lunch • Registration using *Class List*	**Handout:** Appendix A - Forms, *Class List*

Municipal Elected Officials Course

Topic: THE CONTEXT OF DISASTERS

Learning Outcome: Learners are provided with information on the context of disasters to set the stage for topics and learning activities that follow.

Total Estimated Time: 20 minutes

References: Quarantelli, 2001; Appendix D, Alberta's Emergency Preparedness Framework, Disaster Services Act; Local Government Act

Topic Outline	Teaching Points
Impact of disasters on • Individuals and families • Organizations • Community/local authority	Use examples from recent events. Refer to local hazards/risks.
Alberta model for responding to emergencies and disasters • Graduated system of involvement ➢ Individual and family ➢ Municipality/First Nations community ➢ Provincial Government ➢ Federal Government • Community based approach	
Definition of Emergency Definition of Disaster Differences between emergencies and disasters	**Handout:** Disaster Services Act
Keys to success • Co-ordination • Co-operation • Communication	
Priorities of emergency management • Save lives • Protect property • Protect environment	Pets are of primary concern to people after they have accounted for other family members.
Phases of disaster planning • Mitigation • Preparedness • Response • Recovery	

Municipal Elected Officials Course

Subject: **PRINCIPLES OF AN EMERGENCY PREPAREDNESS PROGRAM**

Learning Outcome: Learners are introduced to the principles of an emergency preparedness program to set the stage for topics and learning activities that follow.

Total Estimated Time: 20 minutes

References: Comfort, 1988; Drabek, 1991 and 1986; Auf der Heide, 1989; Quarantelli 2001

Topic Outline	Teaching Points
Principles of preparedness, for example: • Continuous process • Utilize existing structures/systems • Manage increased information flow • Process for intra and inter-organization co-ordination • Distinguish between disaster planning and disaster response • Focus on adaptive action • Planning must be adjusted to realistic expectations of citizens • Effective arrangements provide for the most appropriate response rather than the fastest • Educate the public ➢ Personal emergency preparedness ➢ Awareness of municipal emergency planning efforts and initiatives • Incorporate training and education into the planning process • Modest planning is reasonable • Plan must be known and accepted	

Municipal Elected Officials Course

Topic: **ROLE OF THE LOCAL AUTHORITY IN THE DISASTER SERVICES PROGRAM**

Learning Outcome: Learners will have an understanding of:

- the roles and responsibilities of the local authority in their disaster services program
- the roles and responsibilities of the Chief Elected Official and Disaster Services Committee prior to and during a major emergency or disaster.

Total Estimated Time: 60 minutes

References: Disaster Services Act; Municipal Government Act; Model Municipal Emergency Plan

Topic Outline	Teaching Points
ROLES AND RESPONSIBILITIES OF THE LOCAL AUTHORITY	
• Pass a Municipal by-law • Appoint members of Council to Disaster Services Committee • Establish Disaster Services Agency • Appoint Director of Disaster Services on recommendation of the Committee • Develop and maintain Disaster Services program: ➢ Conduct municipal risk assessment ➢ Develop Municipal Emergency Plan ➢ Approve Plan ➢ Education and training ➢ Exercise the Plan • Direct and control the emergency response	**Handout:** Sample Municipal By-law (model Municipal Emergency Plan) List probable member organizations of the DS Agency
Roles and responsibilities under the Disaster Services Act	Review powers under a state of local emergency, and a provincial state of emergency

Topic: ROLE OF THE LOCAL AUTHORITY IN THE DISASTER SERVICES PROGRAM (continued)

Topic Outline	Teaching Points
Pre-incident • Understand legal responsibilities and authority regarding ➢ Role in an emergency ➢ Declaring a state of local emergency ➢ Legal powers • Be aware of Municipal Emergency Plan and vulnerability to an emergency • Establish a good working relationship with Disaster Services Agency • Understand the procedures for notifying elected officials of a major emergency or disaster	**Handouts:** - Sample Declaration of State of Local Emergency - Sample Public Announcement (from model Municipal Emergency Plan) Reference the purpose and value of the municipal risk assessment
During a major emergency or disaster • Obtain situation report from the Director of Disaster Services or designate • If required, declare a state of local emergency • Terminate the state of local emergency when it is no longer required • Approve expenditures to meet requirements of emergency response activity • Take necessary actions to meet emergency response requirements • Identify policy needs and options to meet the unique needs of the situation • Brief other elected officials on the emergency situation and provide regular status reports • In conjunction with Public Information Manager or designate, establish a schedule for news conferences, public service announcements, etc.	In situations where the public perceives there is a threat, it is prudent to inform the public of what is being done to handle the event.

Municipal Elected Officials Course

Subject: SUPPORT FROM OTHER LEVELS OF GOVERNMENT

Learning Outcome: Learners will have an understanding of:

- Government of Alberta support
- Government of Canada support

Total Estimated Time: 20 minutes

References: Appendix D, Fact Sheets; Emergency Planning Regulation; Alberta Emergency Plan; Alberta Disaster Services website www.gov.ab.ca/ma/ds; Chapter 4, Conduct of Training; Office of the Chief Medical Examiner website http://www4.gov.ab.ca/just/ocme/; Emergencies Act; Emergency Preparedness Act, http://www.epc-pcc.gc.ca/publicinfo/fact_sheets/index.html

Topic Outline	Teaching Points
GOVERNMENT OF ALBERTA SUPPORT	
Role of Alberta Disaster Services District Officers - before, during and after	The role of the District Officer should be emphasized throughout the course.
Alberta Emergency Plan • Provides direction and guidance for the government's response to an emergency or disaster.	When the local authority's capacity to deal with an emergency is exceeded or is likely to be, provincial assistance may be requested or offered.
Government Emergency Operations Centre • Activated by Alberta Disaster Services to co-ordinate provincial response efforts and to consult with local emergency responders, disaster services agencies and municipal officials.	
Provincial emergency plans and planning models	
Disaster Recovery Programs	
Joint Emergency Preparedness Program grants	
Disaster Services Training grants	
Role of the Office of the Chief Medical Examiner	
GOVERNMENT OF CANADA SUPPORT	
Federal Government assistance	Requested through Alberta Disaster Services Canadian Forces assistance may not be available or may not be immediate. There will be costs associated with Canadian Forces support
Legislation • Emergencies Act • Emergency Preparedness Act	Describes types of national emergencies and exceptional powers that may be authorized, responsibilities of OCIPEP, requires Federal Departments to have emergency plans

Municipal Elected Officials Course

Topic: PLAN ACTIVATION

Learning Outcome: Learners will have an understanding of the municipal response framework.

Total Estimated Time: 20 minutes

References: Model Municipal Emergency Plan; Canadian Emergency Preparedness College, 1998 & 2001; Scanlon 1999

Topic Outline	Teaching Points
Activating the Municipal Emergency Plan • Level 1 response • Level 2 response • Level 3 response	
Municipal Response Framework • Emergency Operations Centre concepts ➢ Roles ➢ Principal tasks • Emergency Site Management concepts ➢ Roles ➢ Principal tasks • Emergency Public Information concepts ➢ Roles ➢ Principal tasks	Reinforce essential elements of successful disaster response: • Co-ordination • Co-operation • Communication Include a discussion on the need for accurate record keeping and documentation during an emergency response.

Municipal Elected Officials Course

Topic: NOTIFYING THE PUBLIC OF A THREAT

Learning Outcome: Learners will have an understanding of the importance of notifying the public of a threat

Total Estimated Time: 20 minutes

References: Auf der Heide, 1989; http://www.gov.ab.ca/ma/ds/epws.cfm; http://www.smc.ec.gc.ca/cd/warning_e.cfm; http://www3.gov.ab.ca/env/water/advisories/; http://envweb.env.gov.ab.ca/env/forests/fpd/

Topic Outline	Teaching Points
Early notification objective • to advise the maximum number of people as early as possible **before** impact in order to save lives and prevent injuries.	Also include information regarding communicating with the public before, during, after. (e.g. need for on-going communication to the public by a known reliable source.)
Notification methods • radio and/or television (e.g. Alberta Emergency Public Warning System) • telephone, sirens, megaphones (loudhailers), door-to-door	
Notification content • describe the threat and its potential severity • describe the area affected • provide suggested actions that citizens can take to protect themselves and their families	
Alberta's Emergency Public Warning System	
Environment Canada weather statements • weather watch • weather warning • weather advisory	Review definitions of weather statements
Alberta Environment	The Forecasting Section, Hydrology Branch provides timely information on high stream flows, floods and ice jams to municipalities and other client groups. Review definitions of forecasting statements
Alberta Sustainable Resource Development	The Forest Protection Branch dialogues with municipalities adjacent to areas impacted by wildfire

Municipal Elected Officials Course

Topic: POST EVENT ACTIVITIES

Learning Outcome: Learners will have an awareness of post event activities.

Total Estimated Time: 20 minutes

References: Model Municipal Emergency Plan; Auf der Heide, 1989; Appendix D, Alberta's Disaster Recovery Programs; Disaster Recovery Regulation

	Teaching Points
Victim Assistance Centre: Concept of Operations	
Examples of post-event activities: • Damage and loss assessment • Resumption of business operations • Restoration of community services (utilities, transportation, community support services, schools, institutions, etc.) • Emergency assistance for residents (e.g. financial and temporary housing) • Clean-up • Waste/debris removal and disposal • Rebuilding • Donations management – funds and goods • Housing/relocation • Outreach programs for survivors • Operational debriefing(s)/documenting lessons learned • Plan review/updating • Recognition of staff/volunteers • Memorial events (e.g. anniversary)	It is recommended that a group activity be included on post-event activities. This could be a stand-alone activity or incorporated into the course exercise. Disaster Recovery Programs (financial assistance) are administered under the Disaster Recovery Regulation and are designed to assist with essential needs only for **uninsurable** loss and damage to homes, farms and small businesses, as well as municipal and provincial infrastructure damage and emergency operations costs. Most programs result from overland flooding.

Municipal Elected Officials Course

Topic: DISCUSSION EXERCISE

Learning Outcome: Learners are given the opportunity to practice and apply their knowledge and skills in at least one discussion exercise during the course.

Total Estimated Time: 60 minutes

Municipal Elected Officials Course

Topic: COURSE CONCLUSION

Learning Outcome:

Total Estimated Time: 20 minutes

Topic Outline	Teaching Points
Evaluation of the course	Learners complete *Learner Evaluation* form to provide feedback on the learning experience. **Handout:** Appendix A -Forms, *Learner Evaluation*
Provide an opportunity for learners to ask questions and/or discuss topics or issues not covered in the course	
Course certificates	
Administration and closing	

MUNICIPAL ELECTED OFFICIALS COURSE INFORMATION SHEET

Managing response activities following a major emergency or disaster extends beyond the scope of routine emergency practices and procedures. The event may cause death, injury and widespread property damage. Citizens may be forced from their homes and family members separated. There is likely to be intense media interest, convergence of volunteers (solicited and unsolicited) and an outpouring of offers of assistance from outside of the community. The municipality is faced with the daunting task of managing and co-ordinating response efforts and must have a plan in place to handle the increased volume, urgency, scope and intensity of activities during this time. Disaster services training courses provide essential information on Alberta's disaster preparedness and response model. Each course has been designed so that participants are given opportunities to practice theories and concepts through individual and group activities during the training session. The following information pertains to the Municipal Elected Officials Course.

The intent of this course is to prepare elected municipal officials to carry out their responsibilities in a major emergency or disaster.

COURSE OBJECTIVE

At the end of the course, participants will have an understanding of:

1. the roles and responsibilities of elected officials in preparing for and responding to a major emergency or disaster,
2. Alberta's disaster preparedness legislation and response framework.

EVALUATION

Participants will have an opportunity to assess their success in light of the information presented to them, discussions, learning activities and the feedback they receive from the course trainer(s), Alberta Disaster Services staff, and peers.

TRAINING METHOD

A variety of instructional methods will be incorporated (e.g. content presentations, class discussions) to achieve the desired learning outcomes. As well, at least one discussion exercise will be included to provide participants with an opportunity to practice and apply their knowledge and skills.

TARGET AUDIENCE

- Chief elected officials
- Councillors
- Chief administrative officers
- Municipal directors of disaster services

COURSE PRE-REQUISITE

None. However, it is recommended that participants review their Municipal Emergency Plan prior to the course.

COURSE LENGTH AND LOADING

A minimum of 5 hours (1 day) is required to achieve the course objectives. A minimum of 20 participants is recommended.

Chapter 8. Basic Emergency Preparedness Course

This chapter outlines the requirements for the Basic Emergency Preparedness course, which is the pre-requisite for advanced courses. The trainer's lesson plan must be based on the information contained in this chapter.

Section 1. Course Overview

INTENT OF THE COURSE

The intent of this course is to introduce participants to basic emergency and disaster management and the Alberta emergency preparedness framework.

COURSE OBJECTIVE

This course provides an opportunity for people who would work together in a disaster situation to learn and practice together. At the end of the course, participants will have an understanding of:

1. the roles and responsibilities of the municipality in preparing for and responding to a major emergency or disaster,
2. Alberta's disaster preparedness and response framework and legislation.

EVALUATION

Learners will have an opportunity to assess their success in light of the criteria presented to them, discussions, learning activities and the feedback they receive from the course trainer(s), Alberta Disaster Services staff, and peers. As well, learners will be given the opportunity to complete the Basic Emergency Preparedness Course Exam.

TRAINING METHOD

A variety of instructional methods will be incorporated (e.g. content presentations, class discussions) to achieve the desired learning outcomes. As well, at least one exercise will be included to provide learners with an opportunity to practice and apply their knowledge and skills. ***(Instructional note**: The role of the District Officer should be emphasized throughout the course.)*

TARGET AUDIENCE

- Members of the Municipal Disaster Services Agency
- Municipal staff
- Emergency services personnel
- Municipal elected officials
- Health representatives (e.g. Regional Health Authority, Public Health, health facilities, Alberta Mental Health Board)
- Social services agencies (e.g. Family & Community Support Services/Community Services, Alberta Human Resources & Employment, Victim Services)
- School/school board representatives
- Industry and utility representatives
- Non-government agencies (e.g. Canadian Red Cross Society, Salvation Army, St. John Ambulance, etc.)
- Provincial government staff

COURSE PRE-REQUISITE

None.

COURSE LENGTH AND LOADING

A minimum of 6 hours (1 day) is required to achieve the learning objectives. A minimum of 20 participants from a cross-section of services and disciplines is recommended.

HANDOUTS
THESE DOCUMENTS MUST BE INCLUDED IN THE LEARNER MANUAL.

Title	Source
1. Disaster Services Act	www.gov.ab.ca/ma/ds
2. Sample Declaration of a State of Local Emergency	Model Municipal Emergency Plan, Alberta Disaster Services
3. Sample Disaster Services By-law	Model Municipal Emergency Plan, Alberta Disaster Services
4. Sample public announcement following the Declaration of a State of Local Emergency	Model Municipal Emergency Plan, Alberta Disaster Services
5. Alberta Emergency Public Warning System	www.gov.ab.ca/ma/ds *(EPWS Pamphlet as a Single Sheet Handout - 2 sides)*

OTHER

To assist municipalities in recruiting participants, the trainer may wish to provide them with *Basic Emergency Preparedness Course Information Sheet, Page 8-12*

Section 2. Course Content Requirements

The topics and learning outcomes that follow describe the required elements for the Basic Emergency Preparedness Course. The trainer may re-order or combine topics and learning outcomes within their lesson plan as long as all topics are included and learning outcomes are achieved.

Basic Emergency Preparedness Course

Topic: COURSE INTRODUCTION

Learning Outcome: Learners are provided with details of the course to prepare them for the learning experience to follow.

Learners are prepared to take advantage of what the course has to offer. They are aware of the course objective, the schedule for the learning activities, who the other participants are, the facility, the course materials and feel motivated to participate as expected.

As learners, they have a clear description of what is to be learned and how they can contribute to an effective learning experience.

Total Estimated Time: 30 minutes

Topic Outline	Teaching Points
Welcome to the course	
Introduction of trainer(s) and Disaster Services District Officer	
Self introductions of learners (name, municipality, organization/agency, emergency experience/role)	
Course objective • The objective • Its evaluation	
Course outline • Approach • Benefits of course • Introduction to learner manual	
Administrative issues • Facility (washrooms, layout, exits, etc) • Breaks; lunch • Registration using *Class List*	**Handout** Appendix A - Forms, *Class List*

Basic Emergency Preparedness Course

Topic: THE CONTEXT OF DISASTERS

Learning Outcome: Learners are provided with information on the context of disasters to set the stage for topics and learning activities that follow.

Total Estimated Time: 40 minutes

References: Quarantelli, 2001; Appendix D, Alberta's Emergency Preparedness Framework, Disaster Services Act; Municipal Government Act

Topic Outline	Teaching Points
Impact of disasters on • Individuals and families • Organizations • Community/local authority	Use examples from recent events. Refer to local hazards/risks.
Alberta emergency preparedness framework • Graduated system of involvement ➢ Individual and family ➢ Municipality/First Nations community ➢ Provincial Government ➢ Federal Government • Community based approach	
Definition of Emergency Definition of Disaster Differences between emergencies and disasters	**Handout:** Disaster Services Act
Keys to success • Co-ordination • Co-operation • Communication	
Priorities of emergency management • Save lives • Protect property • Protect environment	Pets are of primary concern to people after they have accounted for other family members.
Phases of disaster planning • Mitigation • Preparedness • Response • Recovery	

Basic Emergency Preparedness Course

Topic: PRINCIPLES OF AN EMERGENCY PREPAREDNESS PROGRAM

Learning Outcome: Learners are introduced to the principles of an emergency preparedness program to set the stage for topics and learning activities that follow.

Total Estimated Time: 20 minutes

References: Comfort, 1988; Drabek, 1991 and 1986; Auf der Heide, 1989; Quarantelli, 1984

Topic Outline	Teaching Points
Principles of preparedness, for example: • Continuous process • Utilize existing structures/systems • Manage increased information flow • Process for intra and inter-organization co-ordination • Distinguish between disaster planning and disaster management • Focus on adaptive action • Planning must be adjusted to realistic expectations of citizens • Effective arrangements provide for the most appropriate response rather than the fastest • Educate the public ➢ Personal emergency preparedness ➢ Awareness of municipal emergency planning efforts and initiatives • Incorporate training and education into the planning process • Modest planning is reasonable • Plan must be known and accepted	

Basic Emergency Preparedness Course

Topic: **ROLE OF THE MUNICIPALITY IN THE DISASTER SERVICES PROGRAM**

Learning Outcome: Learners will have an understanding of the roles and responsibilities of the municipality in their disaster services program

Total Estimated Time: 60 minutes

References: Disaster Services Act; Model Municipal Emergency Plan; Appendix D, Disaster Social Services

Topic Outline	Teaching Points
• Pass a Municipal by-law • Appoint members of Council to Disaster Services Committee ➢ Roles and responsibilities • Establish Disaster Services Agency ➢ Roles and responsibilities • Appoint Director of Disaster Services (DDS) ➢ Roles and responsibilities • Develop and maintain the Disaster Services program: ➢ Conduct municipal risk assessment ➢ Develop Municipal Emergency Plan ➢ Approve Plan ➢ Education and training ➢ Exercise the Plan • Direct and control the emergency response	**Handouts:** Sample Municipal By-law; DS Act 1. List probable member organizations of the DS Agency and their roles, including: • Regional Health Authorities ➢ Health care facilities ➢ Public Health (refer to Public Health Act) • Disaster Social Services 2. The Risk Assessment form (Model MEP) could be used as the basis for a learning activity related to municipal hazards and vulnerabilities. 3. Emphasize the importance of the Emergency Public Information component of the Municipal Emergency Plan. 4. If learners are provincial government employees, provide information on the Alberta Emergency Planning Regulation, including the Alberta Emergency Plan.
Responsibilities and powers under the Disaster Services Act	Review powers, notification, duration, and termination of a State of Local Emergency and a provincial State of Emergency.

Basic Emergency Preparedness Course

Subject: SUPPORT FROM OTHER LEVELS OF GOVERNMENT

Learning Outcome: Learners will have an understanding of:

- Government of Alberta support
- Government of Canada support

Total Estimated Time: 20 minutes

References: Appendix D, Fact Sheets; Emergency Planning Regulation; Alberta Emergency Plan; Alberta Disaster Services website www.gov.ab.ca/ma/ds; Chapter 4, Conduct of Training; Office of the Chief Medical Examiner website http://www4.gov.ab.ca/just/ocme/; Emergencies Act; Emergency Preparedness Act, http://www.epc-pcc.gc.ca/publicinfo/fact_sheets/index.html

Topic Outline	Teaching Points
GOVERNMENT OF ALBERTA	
Role of Alberta Disaster Services District Officers - before, during and after	The role of the District Officer should be emphasized throughout the course.
Alberta Emergency Plan • Provides direction and guidance for the government's response to an emergency or disaster.	When the local authority's capacity to deal with an emergency is exceeded or is likely to be, provincial assistance may be requested or offered.
Government Emergency Operations Centre Activated by Alberta Disaster Services to co-ordinate provincial response efforts and to consult with local emergency responders, disaster services agencies and municipal officials.	
Provincial emergency plans and planning models	
Disaster Recovery Programs	
Joint Emergency Preparedness Program grants	
Disaster Services Training grants	
Role of the Chief Medical Examiner	
GOVERNMENT OF CANADA	
Federal Government assistance	Requested through Alberta Disaster Services Canadian Forces assistance may not be available or may not be immediate There will be costs associated with Canadian Forces support
Legislation • Emergencies Act	Describes types of national emergencies and exceptional powers that may be authorized.
• Emergency Preparedness Act	Defines the responsibilities of OCIPEP; requires Federal departments to have emergency plans.

Basic Emergency Preparedness Course

Topic: **PLAN ACTIVATION**

Learning Outcome: Learners will have an understanding of the municipal response framework.

Total Estimated Time: 20 minutes

References: Model Municipal Emergency Plan; Canadian Emergency Preparedness College, 1998 & 2001; Scanlon 1999

Topic Outline	Teaching Points
Activating the Municipal Emergency Plan • Level 1 response • Level 2 response • Level 3 response	The checklists from the Model Municipal Emergency Plan - Part 2, Emergency Operations Procedures - could be used as the basis for a learning activity (e.g. small group discussion) on roles in a Level 3 response.
Municipal Response Framework • Emergency Operations Centre ➢ Role ➢ Principal tasks • Emergency Site Manager ➢ Role ➢ Principal tasks • Emergency Public Information Manager ➢ Role ➢ Principal tasks	Reinforce essential elements of successful disaster response: • Co-ordination • Co-operation • Communication

Basic Emergency Preparedness Course

Topic: **NOTIFYING THE PUBLIC OF A THREAT**

Learning Outcome: Learners will have an understanding of the importance of notifying the public of a threat.

Total Estimated Time: 20 minutes

References: Auf der Heide, 1989; http://www.gov.ab.ca/ma/ab/epws.cfm;
http://www.smc.ec.gc.ca/osl/warning_e.cfm;
http://www3.gov.ab.ca/env/water/advisories/;
http://enrweb.env.gov.ab.ca/env/forests/fpd/

Topic Outline	Teaching Points
Early notification objective • to advise the maximum number of people as early as possible **before** impact in order to save lives and prevent injuries.	Also include info re communicating with the public before, during, after (e.g. need for on-going communication to the public by a known reliable source).
Notification methods • radio and/or television (e.g. Alberta Emergency Public Warning System) • telephone, sirens, megaphones (loudhailers), door-to-door	
Notification content • describe the threat and its potential severity • describe the area affected • provide suggested actions that citizens can take to protect themselves and their families	
Alberta's Emergency Public Warning System	
Environment Canada weather statements • weather watch • weather warning • weather advisory	Review definitions of weather statements
Alberta Environment	The Forecasting Section, Hydrology Branch provides timely information on high stream flows, floods and ice jams to municipalities and other client groups Review definitions of forecasting statements
Alberta Sustainable Resource Development	The Forest Protection Branch dialogues with municipalities adjacent to areas impacted by wildfire

Basic Emergency Preparedness Course

Topic: POST EVENT ACTIVITIES

Learning Outcome: Learners will have an awareness of post event activities.

Total Estimated Time: 20 minutes

References: Model Municipal Emergency Plan; Auf der Heide, 1989, Appendix D, Alberta's Disaster Recovery Program; Disaster Recovery Regulation

Topic Outline	Teaching Points
Victim Assistance Centre: Concept of Operations	
Examples of post-event activities: • Damage and loss assessment • Resumption of business operations • Restoration of services (utilities, transportation, community support services, schools, institutions, etc.) • Emergency assistance for residents (e.g. financial and temporary housing) • Clean-up, waste/debris removal and disposal • Housing/relocation, rebuilding • Donations management – funds and goods • Outreach programs for survivors • Operational debriefing(s)/documenting lessons learned • Plan review/updating • Recognition of staff/volunteers • Memorial events (e.g. anniversary)	It is recommended that a group activity be included on post-event activities. This could be a stand-alone activity or incorporated into the course exercise. Disaster Recovery Programs (financial assistance) are administered under the Disaster Recovery Regulation and are designed to to assist with essential needs only for uninsurable loss and damage to homes, farms and small businesses, as well as municipal and provincial infrastructure damage and emergency operations costs. Most programs result from overland flooding.

Basic Emergency Preparedness Course

Topic: EXERCISE

Learning Outcome: Learners are given the opportunity to practice and apply their knowledge and skills in at least one exercise during the course.

Total Estimated Time: 60 minutes

Topic Outline	Teaching Points
About the exercise Assignment of roles	
Running the exercise	
Debriefing after the exercise	Include a discussion on the need for accurate record keeping and documentation during an emergency response.

Basic Emergency Preparedness Course

Topic: BASIC EMERGENCY PREPAREDNESS EXAM

Learning Outcome: Learners are given the option to complete the Basic Emergency Preparedness Exam (a prerequisite for attendance at other courses)

Total Estimated Time: 45 minutes

Topic Outline	Teaching Points
	Handout: Appendix A -Forms, *BEP Examination* • Open book examination • Pass mark is 80%

Basic Emergency Preparedness Course

Topic: COURSE CONCLUSION

Learning Outcome:

Total Estimated Time: 20 minutes

Topic Outline	Teaching Points
Evaluation of the course	**Handout:** Appendix A - Forms, *Learner Evaluation* Learners complete *Learner Evaluation* form to provide feedback on the learning experience.
Provide an opportunity for learners to ask questions and/or discuss topics or issues not covered in the course	
Course certificates	
Administration and closing	

BASIC EMERGENCY PREPAREDNESS COURSE INFORMATION SHEET

Managing response activities following a major emergency or disaster extends beyond the scope of routine emergency practices and procedures. The event may cause death, injury and widespread property damage. Citizens may be forced from their homes and family members separated. There is likely to be intense media interest, convergence of volunteers (solicited and unsolicited) and an outpouring of offers of assistance from outside of the community. The municipality is faced with the daunting task of managing and co-ordinating response efforts and must have a plan in place to handle the increased volume, urgency, scope and intensity of activities during this time. Disaster services training courses provide essential information on Alberta's disaster preparedness and response model. Each course has been designed so that learners are given opportunities to practice theories and concepts through individual and group activities during the training session. The following information pertains to the Basic Emergency Preparedness Course, which is a pre-requisite for advanced courses.

The intent of this course is to introduce participants to basic emergency and disaster management and the Alberta emergency preparedness framework.

COURSE OBJECTIVE

This course provides an opportunity for people who would work together in a disaster situation to learn and practice together. At the end of the course, participants will have an understanding of:

1. the roles and responsibilities of the municipality in preparing for and responding to a major emergency or disaster,
2. Alberta's disaster preparedness and response framework and legislation.

EVALUATION

Participants will have an opportunity to assess their success in light of the criteria presented to them, discussions, learning activities and the feedback they receive from the course trainer(s), Alberta Disaster Services staff, and peers. As well, participants will be given the opportunity to complete the Basic Emergency Preparedness Course Exam.

TRAINING METHOD

A variety of instructional methods will be incorporated (e.g. content presentations, class discussions) to achieve the desired learning outcomes. As well, at least one discussion exercise will be included to provide participants with an opportunity to practice and apply their knowledge and skills.

TARGET AUDIENCE

- Municipal elected officials, Members of the Municipal Disaster Services Agency
- Municipal staff, Emergency services personnel
- Health representatives (e.g. Regional Health Authority, Public Health, health facilities, Alberta Mental Health Board)
- Social services agencies (e.g. Family & Community Support Services/Community Services, Alberta Human Resources & Employment, Victim Services)
- School/school board representatives, industry and utility representatives
- Non-government agencies (e.g. Canadian Red Cross Society, Salvation Army, St. John Ambulance, etc.)
- Provincial government staff

COURSE PRE-REQUISITE

None.

COURSE LENGTH AND LOADING

A minimum of 6 hours (1 day) is required to achieve the course objectives. A minimum of 20 participants from a cross-section of services and disciplines is recommended.

9

Chapter 9. Emergency Public Information Course

This chapter outlines the requirements for the Emergency Public Information training course. The trainer's lesson plan must be based on the information contained in this chapter.

Section 1. Course Overview

INTENT OF THE COURSE

The intent of this course is to prepare learners to carry out their emergency public information role in a major emergency or disaster.

COURSE OBJECTIVE

At the end of the course, participants will be able to:

1. Demonstrate an understanding of the roles and responsibilities of an Emergency Public Information Manager or designate,
2. Develop and maintain an Emergency Public Information plan, which is a specialized component of the Municipal Emergency Plan,
3. Demonstrate an understanding of Alberta's emergency management legislation and framework,
4. Implement best practices for disseminating information to the public and the media.

EVALUATION

Learners will have an opportunity to assess their success in light of the information presented to them, discussions, learning activities and the feedback they receive from the course trainer(s), Alberta Disaster Services staff, and peers.

TRAINING METHOD

A variety of instructional methods will be incorporated (e.g. content presentations, class discussions) to achieve the desired learning outcomes. As well, at least one discussion exercise will be included to provide learners with an opportunity to practice and apply their knowledge and skills. ***(Instructional Note:** The role of the District Officer should be emphasized throughout the course.)*

TARGET AUDIENCE
Individuals who have been or may be assigned an emergency public information role in their community.

COURSE PREREQUISITE
Completion of the Basic Emergency Preparedness Course is highly recommended.

COURSE LENGTH AND LOADING
A minimum of 12 hours is required to achieve the course objectives. A minimum of 15 participants is required.

HANDOUTS
These documents must be included in the learner manual.

	Title	Source
1.	Disaster Services Act	www.gov.ab.ca/ma/ds
2.	Sample Declaration of a State of Local Emergency	Model Municipal Emergency Plan, Alberta Disaster Services
3.	Sample public announcement following the Declaration of a State of Local Emergency	Model Municipal Emergency Plan, Alberta Disaster Services
4.	Emergency Public Information	Part 2.5 of Model Municipal Emergency Plan
5.	Alberta Emergency Public Warning System	www.gov.ab.ca/ma/ds *(EPWS Pamphlet as a Single Sheet Handout - 2 sides)*

OTHER
To assist municipalities in recruiting participants, the trainer may wish to provide them with *Emergency Public Information Course Information Sheet, Page 9-11.*

Section 2. Course Content Requirements

The topics and learning outcomes that follow describe the required elements for the Emergency Public Information Course. The trainer may re-order or combine topics and learning outcomes within their lesson plan as long as all topics are included and learning outcomes are achieved.

Emergency Public Information Course

Topic: COURSE INTRODUCTION

Learning Outcome: Learners are provided with details of the course to prepare them for the learning experience to follow.

Learners are prepared to take advantage of what the course has to offer. They are aware of the course objective, the schedule for the learning activities, who the other participants are, the facility, the course materials and feel motivated to participate as expected.

As learners, they have a clear understanding of what is to be learned and how they can contribute to an effective learning experience.

Total Estimated Time: 40 minutes

Topic Outline	Teaching Points
Welcome to the course	
Introduction of trainer(s) and Disaster Services District Officer	
Self introductions of learners (name, municipality, organization/agency, emergency experience/role)	
Course objective and its evaluation; course agenda	
Course outline • Approach • Benefits of course • Introduction to learner manual	
Administrative issues • Facility (washrooms, layout, exits, etc) • Breaks; lunch • Registration using *Class List*	**Handout:** Appendix A - Forms, *Class List*

Emergency Public Information Course

Topic: DISASTER CONCEPTS

Learning Outcome: Learners confirm knowledge of disaster concepts and Alberta's emergency preparedness framework (review and setting the stage)

Total Estimated Time: 90 minutes

References: Quarantelli, 2001; Disaster Services Act; Municipal Government Act; Model Municipal Emergency Plan; Appendix D, Alberta's Emergency Preparedness Framework, www.gov.ab.ca/ma/ds

Topic Outline	Teaching Points
Impact of disasters on • Individuals and families • Organizations • Community/local authority	Use examples from recent events. Refer to local hazards/risks.
Definition of Emergency Definition of Disaster Differences between emergencies and disasters	**Handout:** Disaster Services Act
Keys to success • Co-ordination • Co-operation • Communication	
Priorities of emergency management • Save lives • Protect property • Protect environment	Pets are of primary concern to people after they have accounted for other family members.
Phases of disaster planning • Mitigation • Preparedness • Response • Recovery	Reference to the municipal risk assessment

Topic: DISASTER CONCEPTS (continued)	
Topic Outline	**Teaching Points**
Alberta's emergency preparedness framework • Disaster Services Act • Powers • Municipal structure o Director of Disaster Services o Disaster Services Committee o Disaster Services Agency o By-law o Mutual Aid Agreements o Municipal Emergency Plan • State of Local Emergency	
Government of Alberta support • Role of Alberta Disaster Services • Government Emergency Operations Centre • Public Affairs Bureau (PAB) o Provide public affairs support to the GEOC o Activate the Government Public & Media Inquiry Room, as required o Provide information/updates on the Government of Alberta home page (www.gov.ab.ca) o Can assist municipalities in handling media and public information. Municipalities can request Public Affairs Bureau assistance through Alberta Disaster Services	

Emergency Public Information Course

Topic:	**THE EMERGENCY PUBLIC INFORMATION (EPI) MANAGER OR DESIGNATE WITHIN THE EMERGENCY MANAGEMENT SYSTEM**
Learning Outcome:	Learners have an understanding of the role of the EPI Manager or designate in the planning and response phases.
Total Estimated Time:	120 minutes
References:	Model Municipal Emergency Plan; Canadian Emergency Preparedness College, 1998 & 2001; Scanlon 1999

Topic Outline	Teaching Points
Municipal response framework • Emergency Operations Centre concepts • Emergency Site Manager concepts	

Role of Emergency Public Information (EPI) Manager or designate in the **planning phase**
• Develop an ongoing positive relationship with the local media
• Have a copy of the Municipal Emergency Plan for the community
• Develop the Emergency Public Information Plan for the community, which includes:
  ○ Ready access to decision makers
  ○ Call-out list of key contacts
  ○ Location and requirements for a media room and Public & Media Inquiry Room
  ○ Location and requirements for the EPI work area
  ○ Supplies
  ○ Resource listings (e.g. phone books)
  ○ Maps
  ○ Forms to register media upon arrival
  ○ Generic news releases
• EPI team members
	The EPI Manager or designate should assess the emergency public information plan component of the Model Municipal Emergency Plan and revise/develop, in consultation with the Director of Disaster Services and the Disaster Services Agency.

Emergency Public Information Course

Topic: THE MEDIA IN DISASTERS

Learning Outcome: Learners understand the role of the media.

Learners are able to identify the types of media and how they can assist in meeting the emergency information needs of the municipality, first responders and the public.

Learners practice the skills required for effective TV, radio and print media interviews.

Suggested Video: *Gleaming in the Public Eye*

Total Estimated Time: 240 minutes

Topic Outline	Teaching Points
Role of the media and what they can do for you	
Types of media	
Principles of working effectively with each type of media	
Preparing for and setting up for media interviews and news briefings	
Hands-on practice interviews • TV • Radio • Print media	In situations where the course loading is high, priority should be given to those with assigned EPI manager or officer role or others who would do media interviews.

Emergency Public Information Course

Topic: NEWS RELEASES

Learning Outcome: Learners understand key concepts about issuing news releases to the public in an emergency situation.

Total Estimated Time: 120 minutes

References: Model Municipal Emergency Plan

Topic Outline	Teaching Points
Purpose of news releases	
Formats	
Types of information that should be included	
Hands-on practice	
Managing/coordinating news releases	
Pre-prepared (generic) news releases	
Notifying the public following a Declaration of a State of Local Emergency	

Emergency Public Information Course

Topic: **NOTIFYING THE PUBLIC OF A THREAT**

Learning Outcome: Learners will have an understanding of the importance of notifying the public of a threat.

Total Estimated Time: 30 minutes

References: Auf der Heide, 1989; http://www.gov.ab.ca/ma/ds/epws.cfm; http://www.smc.ec.gc.ca/cd/warning_e.cfm; http://www3.gov.ab.ca/env/water/advisories/; http://envweb.env.gov.ab.ca/env/forests/fpd/

Topic Outline	Teaching Points
Early notification objective • to advise the maximum number of people as early as possible **before** impact in order to save lives and prevent injuries.	
Notification methods • radio and/or television (e.g. Alberta Emergency Public Warning System) • telephone, sirens, megaphone (loudhailers), door-to-door	
Notification content • describe the threat and its potential severity • describe the area affected • provide suggested actions that citizens can take to protect themselves and their families	
Environment Canada weather statements • weather watch • weather warning • weather advisory	Review definitions for weather statements
Alberta Environment	The Forecasting Section, Hydrology Branch provides timely information on high stream flows, floods and ice jams to municipalities and other client groups Review definitions for forecasting statements
Alberta Sustainable Resource Development	The Forest Protection Branch dialogues with municipalities adjacent to areas impacted by wildfire

Emergency Public Information Course

Topic: **EXERCISE**

Learning Outcome: Learners are given the opportunity to practice their Emergency Public Information role in an exercise during the course.

Total Estimated Time: 60 minutes

Topic Outline	Teaching Points
About the exercise	
Assignment of roles	
Running the exercise	
Debriefing after the exercise	Include a discussion on the need for accurate record keeping and documentation during the response to an emergency or disaster.

Emergency Public Information Course

Topic: **COURSE CONCLUSION**

Learning Outcome:

Total Estimated Time: 20 minutes

Topic Outline	Teaching Points
Evaluation of the course	**Handout:** Appendix A -Form, *Learner Evaluation* Learners complete the *Learner Evaluation* form to provide feedback on the learning experience.
Course certificates	
Administration and closing	

EMERGENCY PUBLIC INFORMATION COURSE INFORMATION SHEET

Managing response activities following a major emergency or disaster extends beyond the scope of routine emergency practices and procedures. The event may cause death, injury and widespread property damage. Citizens may be forced from their homes and family members separated. There is likely to be intense media interest, convergence of volunteers (solicited and unsolicited) and an outpouring of offers of assistance from outside of the community. The municipality is faced with the daunting task of managing and co-ordinating response efforts and must have a plan in place to handle the increased volume, urgency, scope and intensity of activities during this time. Disaster services training courses provide essential information on Alberta's disaster preparedness and response model. Each course has been designed so that learners are given opportunities to practice theories and concepts through individual and group activities during the training session. The following information pertains to the Emergency Public Information Course.

The intent of this course is to prepare participants to carry out their emergency public information role in a major emergency or disaster.

COURSE OBJECTIVE

At the end of the course, participants will be able to:

1. Demonstrate an understanding of the roles and responsibilities of an Emergency Public Information Manager or designate,
2. Develop and maintain an Emergency Public Information plan, which is a specialized component of the Municipal Emergency Plan,
3. Demonstrate an understanding of Alberta's emergency management legislation and framework,
4. Implement best practices for disseminating information to the public and the media.

EVALUATION

Participants will have an opportunity to assess their success in light of the information presented to them, discussions, learning activities and the feedback they receive from the course trainer(s), Alberta Disaster Services staff, and peers.

TRAINING METHOD

A variety of instructional methods will be incorporated (e.g. content presentations, class discussions) to achieve the desired learning outcomes. As well, at least one discussion exercise will be included to provide participants with an opportunity to practice and apply their knowledge and skills.

TARGET AUDIENCE

Individuals who have been or may be assigned the role of emergency public information role in their community

COURSE PRE-REQUISITE

Completion of the Basic Emergency Preparedness Course is recommended.

COURSE LENGTH AND LOADING

A minimum of 12 hours (2 days) is required to achieve the course objectives. A minimum of 15 participants is required.

10

Chapter 10. Emergency Management Course

This chapter outlines the requirements for the Emergency Management training course. The trainer's lesson plan must be based on the information contained in this chapter.

Section 1. Course Overview

INTENT OF THE COURSE

The intent of this advanced level course is to provide participants with the knowledge and skills required to carry out their emergency responsibilities as a member of an emergency site or emergency operations centre team.

COURSE OBJECTIVE

This course provides an opportunity for people who would work together in a disaster situation to learn and practice together. At the end of the course, participants will be able to:

1. Apply the principles of the Emergency Site Management System to provide a coordinated multi-service/jurisdictional response at an emergency site,
2. Apply emergency operations centre management principles and concepts,
3. Demonstrate teamwork in emergency site and emergency operations centre situations,
4. Contribute to the decisions required for site management and emergency operations centre actions,
5. Implement best practices for the management of information and its communication (e.g. collecting, evaluating, documenting and disseminating information to the emergency site and emergency operations centre teams and informing the public via the media)

EVALUATION

Learners will have an opportunity to assess their success in light of the information presented to them, discussions, learning activities and the feedback they receive from the course trainer(s), Alberta Disaster Services staff, and peers.

TRAINING METHOD

A variety of instructional methods will be incorporated (e.g. content presentations, class discussions) to achieve the desired learning outcomes. As well, at least three exercises will be included to provide learners with an opportunity to practice and apply their knowledge and skills. *(**Instructional Note**: The role of the District Officer should be emphasized throughout the course.)*

TARGET AUDIENCE

Members of the Disaster Services Agency and other individuals who are assigned a role at the municipal emergency operations centre or the emergency site. Emergency Public Information Managers or designates should also attend.

COURSE PREREQUISITE

Basic Emergency Preparedness Course is recommended.

COURSE LENGTH AND LOADING

A minimum of 18 hours is required to achieve the course objectives. A minimum of 25 participants from a cross-section of services and disciplines is required so that evaluation exercises will be as realistic as possible. All efforts should be made to include a minimum of 3 participants from police, 3 from fire and 3 from emergency medical services. As well, there should be representatives from public works and transportation, municipal administration, disaster social services, health care, public health, school(s), utility companies and industry.

HANDOUTS

These documents are to be included in the learner manual. As well, the trainer may want to provide the host/sponsoring municipality with pre-course reading material for distribution to participants prior to the course.

	Title	Source
1.	Disaster Services Act	www.gov.ab.ca/ma/ds
2.	Sample Declaration of a State of Local Emergency	Model Municipal Emergency Plan, Alberta Disaster Services
3.	Sample Disaster Services By-law	Model Municipal Emergency Plan, Alberta Disaster Services
4.	Sample public announcement following the Declaration of a State of Local Emergency	Model Municipal Emergency Plan, Alberta Disaster Services
5.	Alberta Emergency Public Warning System	www.gov.ab.ca/ma/ds *(EPWS Pamphlet as a Single Sheet Handout - 2 sides)*
6.	Checklists and forms	Model Municipal Emergency Plan ***Instructional Note:*** *During exercises, trainers are expected to provide participants with the appropriate checklists and forms contained in the Model Municipal Emergency Plan. Rationale: to assist participants in performing their role in the exercise and to familiarize participants with the contents of the Municipal Emergency Plan.*

OTHER

To assist municipalities in recruiting participants, the trainer may wish to provide them with *Emergency Management Course Information Sheet, Page 10-15.*

Section 2. Course Content Requirements

The topics and learning outcomes that follow describe the required elements for the Emergency Management Course. The trainer may re-order or combine topics and learning outcomes within their lesson plan as long as all topics are included and learning outcomes are achieved.

Emergency Management Course

Topic: COURSE INTRODUCTION

Learning Outcome: Learners are provided with details of the course to prepare them for the learning experience to follow.

Learners are prepared to take advantage of what the course has to offer. They are aware of the course objective, the schedule for the learning activities, who the other participants are, the facility, the course materials and feel motivated to participate.

As learners, they have a clear picture of what is to be learned and how they can contribute to an effective learning experience.

Total Estimated Time: 40 minutes

Topic Outline	Teaching Points
Welcome to the course	
Introduction of trainer(s) and Disaster Services District Officer	
Self introductions of learners (name, municipality, organization/agency, emergency experience/role)	
Course objective and its evaluation; course agenda	
Approach • Method • Benefits of course • Introduction to learner manual	
Course themes • Teamwork • Decision making • Management of information • Communication	
Administrative issues • Facility (washrooms, layout, exits, etc.) • Breaks; lunch • Registration using *Class List* • Learners who are "on-call" • Use of Code word, such as "NO DUFF"	**Handout:** Appendix A - Forms, *Class List* Use a Code word to indicate the information being given is "for real" and is not part of a course exercise

Emergency Management Course

Topic: DISASTER CONCEPTS

Learning Outcome: Learners confirm knowledge of basic disaster management concepts (review and setting the stage)

Total Estimated Time: 30 minutes

References: Quarantelli, 2001; Disaster Services Act; Municipal Government Act

Topic Outline	Teaching Points
Impact of Disasters on • Individuals and families • Organizations • Community/local authority	Use examples from recent events. Refer to local hazards/risks.
Definition of Emergency Definition of Disaster Differences between emergencies and disasters	**Handout:** Disaster Services Act
Keys to success • Co-ordination • Co-operation • Communication	
Priorities of emergency management • Save lives • Protect property • Protect environment	Pets are of primary concern to people after they have accounted for other family members.
Phases of disaster planning • Mitigation • Preparedness • Response • Recovery	

Emergency Management Course

Topic: ALBERTA'S EMERGENCY PREPAREDNESS FRAMEWORK

Learning Outcome: Learners confirm knowledge of Alberta's emergency preparedness framework (review and setting the stage).

Instructional Note: *The trainer should arrange for the ADS District Officer (if available) to present this topic.*

Total Estimated Time: 45 minutes

References: Disaster Services Act; Model Municipal Emergency Plan; Municipal Government Act, Part 2, Sec. 7, Part 13-Sec. 551(1)

Topic Outline	Teaching Points
Alberta's emergency preparedness framework • Disaster Services Act • Powers • By-law • Mutual Aid Agreements • Municipal structure, organization and responsibilities o Elected Officials o Director of Disaster Services o Disaster Services Committee o Disaster Services Agency • State of Local Emergency • Municipal Risk Assessment • Municipal Emergency Plan, including: o Planning concepts o Municipal response framework o Level 1, 2, 3 incidents	Use Risk Assessment tool from Model Municipal Emergency Plan
Government of Alberta support • Role of Alberta Disaster Services • Government Emergency Operations Centre	

Emergency Management Course

Subject: PRINCIPLES OF AN EMERGENCY PREPAREDNESS PROGRAM

Learning Outcome: Learners confirm knowledge of the principles of an emergency preparedness program (review and setting the stage).

Total Estimated Time: 30 minutes

References: Comfort, 1988; Drabek, 1991 and 1986; Auf der Heide, 1989, Quarantelli, 2001

Topic Outline	Teaching Points
Principles of preparedness, for example: • Continuous process • Utilize existing structures/systems • Manage increased information flow • Process for intra and inter-organization co-ordination • Distinguish between disaster planning and disaster response • Focus on adaptive action • Planning must be adjusted to realistic expectations of citizens • Effective arrangements provide for the most appropriate response rather than the fastest • Educate the public ➢ Personal emergency preparedness ➢ Awareness of municipal emergency planning efforts and initiatives • Incorporate training and education into the planning process • Modest planning is reasonable • Plan must be known and accepted	

Emergency Management Course

Topic: NOTIFYING THE PUBLIC OF A THREAT

Learning Outcome: Learners will have an understanding of the importance of notifying the public of a threat (review and setting the stage).

Total Estimated Time: 15 minutes

References: Auf der Heide, 1989; http://www.gov.ab.ca/ma/ds/epws.cfm; http://www.smc.ec.gc.ca/cd/warning_e.cfm; http://www3.gov.ab.ca/env/water/advisories/; http://envweb.env.gov.ab.ca/env/forests/fpd/

Topic Outline	Teaching Points
Early notification objective • to advise the maximum number of people as early as possible **before** impact in order to save lives and prevent injuries.	
Notification methods • radio and/or television (e.g. Alberta Emergency Public Warning System) • telephone, sirens, megaphones (loudhailers), door-to-door	
Notification content • describe the threat and its potential severity • describe the area affected • provide suggested actions that citizens can take to protect themselves and their families	
Environment Canada weather statements • weather watch • weather warning • weather advisory	Review definitions of weather statements
Alberta Environment	The Forecasting Section, Hydrology Branch provides timely information on high stream flows, floods and ice jams to municipalities and other client groups Review definitions of forecasting statements
Alberta Sustainable Resource Development	The Forest Protection Branch dialogues with municipalities adjacent to areas impacted by wildfire

Emergency Management Course

Topic: THE EMERGENCY SITE MANAGEMENT (ESM) SYSTEM

Learning Outcome: Learners understand key concepts regarding the ESM system.

Total Estimated Time: 120 minutes

References: Canadian Emergency Preparedness College, 2001; Model Municipal Emergency Plan

Topic Outline	Teaching Points
Emergency Site Management (ESM) system: • Purpose • Key principles • Features • Concept of operations	
ESM team roles and responsibilities: • Emergency Site Manager/Assistant Emergency Site Mgr. • Fire Services • Police Services • Emergency Medical Services • Public Works & Utilities • Staging Area • Public Information Manager or designate	Emphasize importance of keeping logs, record-keeping, establishing shift schedules, regular meetings Dependent on the event, other positions/ agencies may be added (e.g. provincial government departments, such as Alberta Environment and Alberta Transportation; industry)
Other command structures within the ESM system and how they work together	e.g. ground command, incident command, unified command
Emergency site layout: • Perimeter (inner and outer) • Site Command Post • Casualty Collection area/triage • Logistics/staging area • Site security • Multiple sites	
Principal ESM operational tasks: • Establish site command post • Assess situation and resources • Determine management strategy: proactive or reactive • Establish priorities and assign tasks • Establish information management mechanisms • Determine communication requirements • Liaise with site team and EOC Co-ordinator • Ensure health, safety and well being of responders on site • Organize site tours or access, e.g. for media, dignitaries	Review information requirements and information sharing mechanisms (e.g. briefings with site team, documentation requirements, closing the loop, maps) EOC Co-ordinator is usually the Director of Disaster Services

Emergency Management Course

Topic: EMERGENCY OPERATIONS CENTRE (EOC)

Learning Outcome: Learners understand key EOC concepts and the link between the EOC and the emergency site(s).

Total Estimated Time: 120 minutes

References: Canadian Emergency Preparedness College, 1998 & 2001; Model Municipal Emergency Plan; Scanlon, 1999

Topic Outline	Teaching Points
Municipal Emergency Operations Centre (EOC): • Purpose • Features • Key principles	Role of EOC Emphasize importance of regular meeting, logs, records, situation reports (sitreps), schedules, display board
ESM-EOC relationship	
EOC team: • EOC Co-ordinator (usually the Director of Disaster Services) • Emergency services (fire, police, ambulance) • Regional Health Authority ➢ Health Care Facilities ➢ Public Health • Municipal departments • Emergency Public Information Manager or designate • Disaster Social Services (link to Reception Centre) • Other agencies or industries as required	Dependent on the event, other positions/agencies may be added (e.g. provincial government departments, such as Alberta Environment and Alberta Transportation; industry)
EOC requirements, layout and set-up: • Primary EOC • Alternate EOC	
EOC ground rules: • Timings of briefings • Use of radios • Shift changes	
EOC administration: • Logs • Record keeping, including key decisions and costs • Shift schedules • Situation reports (sitreps) • Display board	

Topic: EMERGENCY OPERATIONS CENTRE (continued)	
Topic Outline	**Teaching Points**
Principal EOC Tasks. For example: • Mobilize EOC group • Designate Emergency Site Manager(s) • Maintain log of events and manage information about the emergency response • Establish mechanisms for tracking expenditures • Respond to requests from Emergency Site Management Team(s) (e.g. for additional resources and/or equipment, information, media relations, coordination with external agencies) • Establish links with other operations centres (e.g. schools, industry, utilities) • Provide information to the public and media • Manage the emergency response for the overall municipality • Ensure continued operations/services in unaffected areas of the municipality	If Health and Social Services representatives are the EOC, they will link to the hospital's Casualty Information Centre and the Reception Centre(s).
Other players in disaster management: • Government agencies (e.g. Alberta Transportation, Transportation Safety Board, Alberta Health, Alberta Environment, Energy & Utilities Board, Workplace Health & Safety, Office of Chief Medical Examiner) • Government Emergency Operations Centre • The Military • Non Governmental Organizations (NGOs) • Regional Health Authorities • Volunteers • Industry • Dangerous Goods Teams • Disaster Social Services	

Emergency Management Course

Topic: **EMERGENCY PUBLIC INFORMATION**

Learning Outcome: Learners will have an understanding of the key concepts and strategies for managing emergency public information.

Total Estimated Time: 90 minutes

Suggested Video: *Gleaming in the Public Eye*

References: Model Municipal Emergency Plan (Emergency Public Information section)

Topic Outline	Teaching Points
Factors that affect the communication strategy, ways to use the media and the role of the Emergency Public Information Manager or designate	
Communication to the public and elected officials (news conferences, news releases)	
Emergency public information at the site and at the EOC	
Working with the media	
Structuring your message	

Emergency Management Course

Topic: POST EVENT ACTIVITIES

Learning Outcome: Learners will have an awareness of post event activities.

Total Estimated Time: 60 minutes

References: Model Municipal Emergency Plan; Auf der Heide, 1989; Appendix D, Alberta's Disaster Recovery Program; Disaster Recovery Regulation

Topic Outline	Teaching Points
Victim Assistance Centre concept of operations	
Post-event activities. For example: • Damage and loss assessment • Resumption of business operations • Restoration of community services (utilities, transportation, community support services, schools, institutions, etc.) • Emergency assistance for residents (e.g. financial and temporary housing) • Clean-up • Waste/debris removal and disposal • Rebuilding • Donations management – funds and goods • Housing/relocation • Outreach programs for survivors • Operational debriefing(s)/documenting lessons learned • Plan review/updating • Recognition of staff/volunteers • Memorial events (e.g anniversary)	Disaster Recovery Programs (financial assistance) are administered under the Disaster Recovery Regulation and are designed to assist with essential needs only for **uninsurable** loss and damage to homes, farms and small businesses, as well as municipal and provincial infrastructure damage and emergency operations costs. Most programs result from overland flooding.

Emergency Management Course

Topic: EVALUATION EXERCISES

Learning Outcome: Learners are given the opportunity to practice their knowledge and skills in at least 3 exercises during the course.

Total Estimated Time: 90-120 minutes per exercise

Instructional Notes:

1. The first exercise should be scheduled for early in the course in order to:
   - highlight problems and issues related to managing a major event, and
   - familiarize participants with the format and conduct of exercises (sets the stage for future exercise play)

2. Exercises must increase in complexity throughout the course to give learners an opportunity to practice their skills, apply learning and to provide the trainer with information on their level of performance.

3. Checklists and forms from the Model Municipal Emergency Plan are to be used during exercises.

Topic Outline	Teaching Points
About the exercise	
Assignment of roles	
Running the exercise	
Debriefing after the exercise	Include a discussion on the need for accurate record keeping and documentation during an emergency response.

Emergency Management Course

Topic: **DISASTER RESPONSE IN REAL LIFE (OPTIONAL) – PRESENTATION BY A GUEST SPEAKER**

Learning Outcome: Learners gain insights into how the emergency management system worked in a real life situation.

Total Estimated Time: 60 minutes

Topic Outline	Teaching Points
Event background and details	
Lessons learned	
Q & A/Discussion	

Emergency Management Course

Topic: **COURSE CONCLUSION**

Learning Outcome:

Total Estimated Time: 30 minutes

Topic Outline	Teaching Points
Evaluation of the course	**Handout:** Appendix A-Forms, *Learner Evaluation* Learners complete *Learner Evaluation form* to provide feedback on the learning experience.
Provide an opportunity for learners to ask questions and/or discuss topics or issues not covered in the course	
Course certificates	
Administration and closing	

EMERGENCY MANAGEMENT COURSE INFORMATION SHEET

Managing response activities following a major emergency or disaster extends beyond the scope of routine emergency practices and procedures. The event may cause death, injury and widespread property damage. Citizens may be forced from their homes and family members separated. There is likely to be intense media interest, convergence of volunteers (solicited and unsolicited) and an outpouring of offers of assistance from outside of the community. The municipality is faced with the daunting task of managing and co-ordinating response efforts and must have a plan in place to handle the increased volume, urgency, scope and intensity of activities during this time. Disaster services training courses provide essential information on Alberta's disaster preparedness and response model. Each course has been designed so that learners are given opportunities to practice theories and concepts through individual and group activities during the training session. The following information pertains to the Emergency Management Course.

The intent of this advanced level course is to provide participants with the knowledge and skills required to carry out their emergency responsibilities as a member of an emergency site or emergency operations centre team.

COURSE OBJECTIVE

This course provides an opportunity for people who would work together in a disaster situation to learn and practice together. At the end of the course, participants will be able to:

1. Apply the principles of the Emergency Site Management System to provide a coordinated multi-service/ jurisdictional response at an emergency site,
2. Apply emergency operations centre management principles and concepts,
3. Demonstrate teamwork in emergency site and emergency operations centre situations,
4. Contribute to the decisions required for site management and emergency operations centre actions,
5. Implement best practices for the management of information and its communication (e.g. collecting, evaluating, documenting and disseminating information to the emergency site and emergency operations centre teams and informing the public via the media).

EVALUATION

Participants will be able to evaluate their achievement of the course objectives based on their performance throughout the course. Exercises and other learning activities provide an opportunity for participants to assess their success in light of the criteria presented to them, and the feedback they receive from the course trainer(s), Alberta Disaster Services staff, and peers.

TRAINING METHOD

Participants will use simulation of emergencies as a means of both practicing and discovering the knowledge and skills required for performance. This hands-on approach will be supported by content presentations, class discussions, and the opportunity to reflect on the simulated performance.

TARGET AUDIENCE

- Members of the Disaster Services Agency
- Individuals who are assigned a role at the municipal emergency operations centre or the emergency site
- Emergency Public Information Managers or designates

COURSE PRE-REQUISITE

Basic Emergency Preparedness Course is recommended.

COURSE LENGTH AND LOADING

A minimum of 18 hours is required to achieve the course learning objectives. A minimum of 25 participants from a cross-section of services and disciplines is recommended so that exercises will be as realistic as possible. All efforts should be made to include a minimum of 3 participants from police, 3 from fire and 3 from emergency medical services. As well, there should be representatives from public works, municipal administration, disaster social services, health care and public health.

11

Chapter 11. Disaster Social Services Planning Course

This chapter outlines the requirements for the Disaster Social Services Planning course. The trainer's lesson plan must be based on the information contained in this chapter.

Section 1. Course Overview

INTENT OF THE COURSE

The intent of this course is to provide participants with the knowledge, skills and tools required to develop and activate the Disaster Social Services Response Plan for their community.

COURSE OBJECTIVE

This course provides an opportunity for people who would work together in a disaster situation to learn and practice together. At the end of the course, participants will have an understanding of:

1. Problems and situations likely to be encountered in a disaster situation where a large number of people have been displaced from their homes,
2. The process for developing a Disaster Social Services Response Plan, which is a specialized component of the Municipal Emergency Plan,
3. How the Disaster Social Services Response Plan is activated.

EVALUATION

Learners will have an opportunity to assess their success in light of the criteria presented to them, discussions, learning activities and the feedback they receive from the course trainer(s), Alberta Disaster Services staff, and peers.

TRAINING METHOD

A variety of instructional methods will be incorporated (e.g. content presentations, class discussions) to achieve the desired learning outcomes. As well, an exercise will be included to provide learners with an opportunity to practice and apply their skills and knowledge. ***(Instructional Note**: The role of the District Officer should be emphasized throughout the course.)*

TARGET AUDIENCE

- Social services agencies (e.g. Family & Community Support Services/Community Services, Alberta Human Resources & Employment)
- Key municipal officials (e.g. Director of Disaster Services, Deputy Director of Disaster Services, elected officials, Emergency Public Information Manager or designate, emergency services personnel such as Fire and Police)
- Health representatives (e.g. Public Health, Alberta Mental Health Board)
- Representatives from local organizations and groups (e.g. Police Victim Services, clergy)
- Representatives from non-government agencies (e.g. Canadian Red Cross Society, Salvation Army, St. John Ambulance, etc.)

COURSE PRE-REQUISITE

None. However, it is recommended that those with key Disaster Social Services roles complete the Basic Emergency Preparedness Course.

COURSE LENGTH AND LOADING

A minimum of 6 hours (1 day) is required to achieve the learning objectives. A minimum of 20 participants is recommended.

HANDOUTS

These documents are to be included in the learner manual.

Title	Source
1. Alberta's Emergency Preparedness Framework	Appendix D, Sheets
2. Disaster Social Services – A Planned Emergency Response	Titles #2-15 are available from Alberta Disaster Services, Training Programs
3. DSS Planning Committee Responsibilities/Planning Phase Activities	
4. Guidelines for Selecting Sites as Reception Centres	
5. Role of Alberta Human Resources & Employment	
6. Role of Public Health at the Reception Centre/ Congregate Lodging Facility	
7. Role of Alberta Mental Health Board After a Disaster	
8. Reception Centre Kit – List of Contents	
9. Contacts for Non- Government Organizations Involved in Disaster Response	
10. Registration Card (copy)	
11. Inquiry Card (copy)	
12. Registration Card Instructions	
13. Inquiry Card Instructions	
14. 1 set of Health Canada manuals (Lodging, Clothing, Food Services, Registration & Inquiry, Personal Services) for DSS Manager	
15. Disaster Social Services Response Planning Model (1 copy for DSS Manager)	

OTHER

To assist municipalities in recruiting participants, the trainer may wish to provide them with *Disaster Social Services Planning Course Information Sheet, Page 8-12.*

Section 2. Course Content Requirements

The topics and learning outcomes that follow describe the required elements for the Disaster Social Services Planning Course. The trainer may re-order or combine topics and learning outcomes within their lesson plan as long as all topics are included and learning outcomes are achieved.

Disaster Social Services Planning Course

Topic: COURSE INTRODUCTION

Learning Outcome: Learners are provided with details of the course to prepare them for the learning experience to follow.

Learners are prepared to take advantage of what the course has to offer. (They are aware of the course objective, the schedule for the learning activities, who the other participants are, the facility, the course materials and feel motivated to participate as expected.)

As learners, they have a clear description of what is to be learned and how they can contribute to an effective learning experience.

Total Estimated Time: 40 minutes

Topic Outline	Teaching Points
Welcome to the course	
Introduction of trainer(s) and Disaster Services District Officer	
Self introductions of learners (name, municipality, organization/agency, emergency experience/role)	
Course objective and its evaluation; course agenda	
Approach • Method • Benefits of course • Introduction to learner manual	
Administrative issues • Facility (washrooms, layout, exits, etc) • Breaks; lunch • Registration using *Class List*	**Handout:** Appendix A-Form, *Class List*
Definition of Disaster Social Services	Appendix B, *Glossary*
Definition of Reception Centre	Appendix B, *Glossary*

Disaster Social Services Planning Course

Topic: ALBERTA'S EMERGENCY PREPAREDNESS FRAMEWORK

Learning Outcome: Learners have an understanding of emergency preparedness legislation and the Alberta framework.

Instructional Note: *The trainer should arrange for the ADS District Officer (if available) to present this topic.*

Total Estimated Time: 15 minutes

References: http://ww.gov.ab.ca/ma/ds Disaster Services Act; Appendix D, Alberta's Emergency Preparedness Framework, Role of Alberta Disaster Services District Officer

Topic Outline	Teaching Points
Graduated system of involvement	**Handout:** Appendix D, *Alberta's Emergency Preparedness Framework*
Community based approach	
Municipalities responsibilities and powers under the Disaster Services Act	
Province's responsibilities and powers under the Disaster Services Act	
Role of District Officer	

Disaster Social Services Planning Course

Subject: EMERGENCY PLANNING AND RESPONSE IN (*name of host community*)

Instructional Note: *The Municipal Director of Disaster Services in the host community, if available, should present this topic.*

Learning Outcome: Learners are familiar with local planning initiatives and priorities.

Total Estimated Time: 15 minutes

Topic Outline	Teaching Points
Local hazards	
Local Disaster Services structure • Disaster Services Committee • Disaster Services Agency	
Status of the Municipal Emergency Plan	
Current initiatives and future direction	
Events and responses	

Disaster Social Services Planning Course

Topic: TYPES OF DISASTERS

Learning Outcome: Learners are aware of the categories of disasters and reaction of the public.

Total Estimated Time: 10 minutes

Topic Outline	Teaching Points
Natural disasters • Examples • Reaction of public	The public tends to view natural disasters as "Acts of God", no one's fault, and adopt the attitude "let's work together and help each other".
Man-made or technological disasters • Examples • Reaction of public	The public is likely to attach blame (e.g. Whose fault is it? We knew this would happen – it was only a matter of time. Who is going to pay for this?) Following a man-made disaster, evacuees may be angry when they arrive at the Reception Centre.

Disaster Social Services Planning Course

Topic:	REVIEW OF EVENTS
Learning Outcome:	Learners understand issues faced by communities when a large number of people are evacuated.
Total Estimated Time:	40 minutes
Instructional Note:	*Discuss each event, evacuee behaviour and needs, what worked/ didn't work, lessons learned.*
Suggested videos:	Swan Hills to Barrhead Evacuations; Hub Oil Explosion, Pine Lake Tornado

Topic Outline	Teaching Points
RECEIVING EVACUEES FROM ANOTHER COMMUNITY	
Evacuation of the town of Swan Hills to Barrhead in May 1998 due to forest fires • Overview of event • Summary of DSS response and lessons learned	• Evacuees returned home, only to be evacuated a 2nd time. During the first evacuation, they were co-operative and helpful; during the 2nd evacuation, they were less co-operative and more worried and anxious (many were losing income and were concerned about personal property). • There is a high level of volunteerism following a disaster. It is important that someone within the DSS Response Plan be assigned responsibility for recruiting, registering, and assigning volunteers. • Volunteers engaged in emergency services work must be registered in order to be eligible for Workers' Compensation Board benefits. • When developing the plan, it is important to consult with the Public health Inspector/Environmental Health Officer regarding the handling of food. • The Reception Centre should be maintained as a safe haven for evacuees and the public. When the media arrives at the Reception Centre, the Reception Centre Manager should refer them to the Public Information Officer for the community.
Diverted air passengers as a result of the terrorist attacks in the U.S.A. (September 11/01) • Overview of event • Summary of DSS response and lessons learned	The City and County of Leduc and the City of Calgary received diverted passengers and used the DSS component of their Municipal Emergency Plan to provide support and accommodation.

REVIEW OF EVENTS (continued) EVACUATION TO A SAFE AREA WITHIN THE COMMUNITY	
Red Deer bomb threat (1993) • Overview of event • Summary of DSS response and lessons learned	• Emphasize that personal information collected at the Reception Centre is for disaster related use only and is not to be used for other purposes. • Explain the Restriction Box on the Registration Card.
Viking – DG Incident (Jan.1, 1999) • Overview of event • Summary of DSS response and lessons learned	
Calgary – Hub Oil Explosion and Fire (Aug.9/99) • Overview of event • Summary of DSS response and lessons learned	• During the planning phase, it is important that the DSS Manager determine arrangements for paying DSS costs following an emergency or disaster (normally this is a municipal responsibility). A detailed record of expenses should be maintained. • Evacuees bring their pets – this needs to be addressed during planning. • Provide ID for staff.
Pine Lake Tornado – July 14, 2000 (optional and if time permits) • Overview of event • Summary of DSS response and lessons learned	• Registration and Inquiry was critical. People were desperate for information on family members and friends. • It is important to clarify roles and responsibilities of volunteer agencies • Volunteer management is necessary
Red Deer train derailment (Feb.2/01) (optional and if time permits) • Overview of event • Summary of DSS response and lessons learned	
Instructional Note: *Training Programs, Alberta Disaster Services can provide information on these events and on the DSS response.*	

Disaster Social Services Planning Course

Topic: KEY COMPONENTS OF A DSS RESPONSE PLAN

Learning Outcome: Learners have identified possible Reception Centre sites, services and support and local groups and agencies that could provide assistance.

Total Estimated Time: 50 minutes

Topic Outline	Teaching Points
Suggested group activity: 1. Distribute a scenario that results in evacuation to a safe area within the community or receiving evacuees from a neighbouring community. Each group is to respond to the following questions: • Where would you establish the Reception Centre? Why did you select this site? Does it have any limitations? • What initial steps would you take to get the Reception Centre open and ready to receive evacuees? • What services and support will you likely need to plan for/provide at the Reception Centre? • Which local groups and agencies would you contact to assist? 2. Divide into small groups (e.g. 5-6 per group) and ask each group to discuss and answer the questions. 3. Ask each group to present decisions.	***Instructional Note:*** *After distributing the scenario (and prior to breaking into small groups), ask general questions, such as:* • *Approximately how many people live in the evacuation area?* • *Who lives/ works in the evacuation area?* • *What would be happening in the evacuation area at this time of day?* • *Where might you (the learners) be?* Following an event, it's quite possible that the Reception Centre location would have been decided **prior to** the DSS Manager being contacted. Therefore, during the planning phase, it is important for the DSS Manager to inform other members of the Disaster Services Agency which buildings have been identified for use as Reception Centres. Emphasize the importance of requesting assistance from a facility rep at the Reception Centre, as this person will be familiar will the building heating and lighting systems, office areas, telephones, etc. As well, they will know who provides cleaning/janitorial services. **Handout** Guidelines for Selecting Reception Centre Sites

Disaster Social Services Planning Course

Topic: DEVELOPING A MUNICIPAL DISASTER SOCIAL SERVICES RESPONSE ORGANIZATION

Learning Outcome: Learners will understand the structure and roles and responsibilities of the DSS management team.

Total Estimated Time: 50 minutes

References/Handout: Disaster Social Services – A Planned Emergency Response

Topic Outline	Teaching Points
ESTABLISHING THE DSS MANAGEMENT TEAM	
DSS Manager Key responsibilities include: • Recruits individuals and alternates to each key positions (e.g. Reception Centre Manager, supervisors for each of the service areas – Registration & Inquiry, Clothing, Food Services, Lodging, Personal Services, Volunteer Services) • Chairs DSS management team meetings • Ensures that DSS Plan is developed, regularly updated and validated (e.g. through plan reviews and exercises) • Makes arrangements with local agencies and organizations to receive, store and distribute donated goods • Maintains contact with the Director of Disaster Services concerning the status of the DSS Response Plan and its integration into the Municipal Emergency Plan • Ensures that training is provided to DSS team members • As a member of the municipal Disaster Services Agency, participates in municipal emergency planning activities	• The Director of Disaster Services/Disaster Services Agency appoints the Manager of Disaster Social Services. The DSS Manager should be a senior member of a social services agency in the municipality. Often the Director of Family & Community Support Services (FCSS) is appointed as DSS Manager. • Emphasize the importance of establishing a local DSS team as they will be familiar with the community, resources, and already have networks established. • Emphasize the importance of assigning DSS roles and responsibilities during the planning phase rather than in the midst of a response. • Following a disaster, communities are often overwhelmed with donated goods which were not requested and are not needed, particularly if the event is receiving a great deal of media attention. This issue should be addressed during the planning phase. One way to avoid/reduce unsolicited donations is to have the Emergency Public Information Manager issue a news release.
Reception Centre Manager Key responsibilities include: • Ensures that designated Reception Centres are appropriate and that arrangements are in place for use of the facility • Recruits individuals to the following functions: Administration, Meet & Greet, Security, Traffic Control	During activation, the Reception Centre Manager is responsible for opening the Reception Centre, overseeing Reception Centre operations and maintaining liaison with the DSS Manager and/or other municipal officials.
Registration & Inquiry (R & I) Supervisor • Recruits R & I workers • Arranges for training	

DEVELOPING A MUNICIPAL DISASTER SOCIAL SERVICES RESPONSE ORGANIZATION ESTABLISHING THE DSS MANAGEMENT TEAM (continued)	
Central Registry & Inquiry Bureau (CRIB) Supervisor • Recruits CRIB workers • Arranges for training	
Clothing Supervisor • Makes arrangements with local suppliers and agencies to provide clothing and blankets for evacuees	
Food Services Supervisor • Makes arrangements with local caterers and food suppliers to provide food services for evacuees, Reception Centre workers and other emergency response groups, as required. • Establishes liaison with Environmental Health Officer (Public Health) to ensure that food service procedures will meet health standards.	Members of the public may home-prepared food to the Reception Centre for evacuees, workers, and volunteers. Because the food was prepared in the home rather than a licensed commercial kitchen, there may be a risk of food poisoning. Public Health regulations may not allow donated food to be served. During the planning phase, consult with Public Health on this issue.
Lodging Supervisor • Makes arrangements for lodging and evacuees, which may include commercial facilities, congregate facilities, & billeting in private homes.	In most cases, the majority of evacuees will make arrangements to stay with friends and relatives. As a general rule, 10-20% of evacuees will require lodging.
Personal Services Supervisor • Makes arrangements with local groups and agencies to meet the personal needs of evacuees, which may include care for unaccompanied children, dependant adults, the elderly, health support and emotional support, financial assistance, and other special needs.	It is recommended that arrangements be made with the local Public Health office to have nursing support at the Reception Centre.
Volunteer Services Supervisor • Develops a system to recruit, register, and assign volunteers, solicited or otherwise.	Volunteers engaged in emergency services work must be registered in order to be eligible for Workers' Compensation Board benefits.
DSS Management Team Responsibilities • To develop the DSS Response Plan • To co-ordinate DSS Response Plan within the Municipal Emergency Plan • To review and update the DSS Response Plan as necessary • To conduct regular practice drills to test the plan	
Planning Phase Activities • Recruit people to your team • Determine supplies/equipment needed to deliver your service • Identify resources/suppliers for your service • Make arrangements with resources/suppliers • Gather supplies, equipment, forms, ID, instruction packages in a central location	Recruit members to the DSS team who have related expertise and experience (e.g. for food services, arrange for professional food services providers, such as caterers; for volunteer services, involve people with experience with volunteer recruitment and co-ordination.) **Handout:** DSS Planning Committee Responsibilities/Planning Phase Activities

Disaster Social Services Planning Course

Topic: GOVERNMENT OF ALBERTA SUPPORT

Learning Outcome: Learners will be aware of support available from the Government of Alberta.

Total Estimated Time: 15 minutes

References: Alberta Mental Health Board website www.amhb.ab.ca

Topic Outline	Teaching Points
Role of Alberta Human Resources & Employment (provincial social services)	**Handout:** Role of Alberta Human Resources & Employment
Role of Public Health at a Reception Centre/Congregate Lodging Facility	**Handout:** Role of Public Health at Reception Centre/Congregate Lodging Facility
Role of Alberta Mental Health Board after a disaster	**Handout:** Role of Alberta Mental Health Board After a Disaster

Disaster Social Services Planning Course

Topic: DSS RESPONSE PLANNING MODEL

Learning Outcome: Learners are aware of the DSS Planning Model and its intended use.

Total Estimated Time: 15 minutes

References: DSS Response Planning Model

Topic Outline	Teaching Points
Explain the DSS Response Planning Model: • Indicate that portions of the model will be used during the exercise • Give the DSS Manager: ➢ One copy of the DSS Response Planning Model. State that an electronic version is available from the Disaster Services District Officer for their area. ➢ One set of Health Canada manuals (Clothing, Lodging, Food Services, Registration & Inquiry, Personal Services, as well as B.C.'s manual on Volunteer Management). Manuals are excellent reference documents.	The DSS Response Planning Model is divided into 4 sections: 1. General section 2. Check sheets for each key DSS function when the plan is activated 3. Appendices – forms and supplementary information 4. Suggested package for each DSS function.

Disaster Social Services Planning Course

Topic: **RECEPTION CENTRE KIT**

Learning Outcome: Learners are aware of Reception Centre Kits.

Total Estimated Time: 5 minutes

References: Reception Centre Kit - List of Contents

Topic Outline	Teaching Points
Reception Centre Kit: • Size • Contents • Storage • Regionally based	***Instructional Note:*** *If the community has a Reception Centre Kit, have it on display.* • The kit is large and weighs approx. 150 lbs. The wooden box it comes in was intended as a shipping crate. The Kit can be re-packed into 2-3 smaller containers (i.e. Rubbermaid) so it is easier to handle. • The Kits contain basic items and supplies (first aid kit, signs, portable megaphone, vests, armbands, etc.) Communities can add items to the kit to tailor it to their needs (i.e. Check Sheets for each function, contact and resource lists, current phone book, agency listing.) • The Kit should be stored in a secure storage area that can be easily accessed on short notice. • Kits are based regionally and are intended for sharing with surrounding communities. • If participants want more details on Reception Centre Kits, refer them to their Disaster Services District Officer.

Disaster Social Services Planning Course

Topic: REGISTRATION AND INQUIRY

Learning Outcome: Learners understand the purpose of the Registration and Inquiry (R & I) service and know how to complete Registration and Inquiry forms.

Total Estimated Time: 30 minutes

References: Registration & Inquiry Manual (Health Canada)

Topic Outline	Teaching Points
The purpose of the Registration and Inquiry service is to collect information on the condition and whereabouts of disaster victims in order to: • Account for people residing in the affected area • Reunite families • Respond to the inquiries regarding the condition and whereabouts of missing persons • Provide information to other agencies involved in emergency response	Client information on the R & I forms is confidential and is collected so that families can be reunited and so that information can be provided to people inquiring about the condition and whereabouts of family and friends. In some circumstances, emergency response workers (e.g. police) may have a requirement for this information. The municipal Freedom of Information & Protection of Privacy (FOIP) Co-ordinator can provide advice in this regard.
Suggested activity: *Lead participants through the process of completing a Registration card and an Inquiry card. Explain use/distribution of the 3 copies. Emphasize use of the "Restriction Box" on the Registration card.*	• R & I cards are packed in separate self-contained kits. Registration cards are packed in lots of 500; Inquiry cards in lots of 750. Each R & I Kit includes indexes, a blow up of each card (can be used to lead a group of people through the Registration process), pencils and a pencil sharpener. The cardboard boxes and lids can serve as file boxes. • R & I workers are seated at a table and clients should be offered a seat. Workers interview clients and complete R & I cards. Having workers complete the cards ensures that R & I cards are filled in accurately and legibly. **Handouts:** Registration card (copy), Inquiry card (copy), Registration Card Instructions, Inquiry Card Instructions
Central Registry & Inquiry Bureau (CRIB)	• CRIB is a central collection and processing site for the R & I service. Reception Centres and other R & I sites forward copies of completed R & I cards to CRIB for filing, searching, matching and replying to inquiries • CRIB functions are typically done by phone. The phone # and purpose of CRIB should be publicized through the Emergency Public Information Manager.

Disaster Social Services Planning Course

Topic: ACTIVATING THE DISASTER SOCIAL SERVICES RESPONSE PLAN

Learning Outcome: Learners will understand how to activate the DSS Response Plan.

Total Estimated Time: 10 minutes

Reference: DSS Response Planning Model

Topic Outline	Teaching Points
Sequence of activities to activate the DSS Response Plan: • Director of Disaster Services notifies DSS Manager • DSS Manager initiates notification of DSS team • The DSS Manager, in most instances, would report to the Municipal Emergency Operations Centre and maintain communication with the Reception Centre Manager	
Reception Centre layout: • Meeters & Greeters are stationed at the door • Waiting area set up with chairs and refreshments • Registration and Inquiry should be located near the waiting area. In addition to R & I workers/volunteers stationed at one or more desks, there could be a few roving R & I workers. • Locations for other service areas would be determined. • A few Personal Services staff should circulate through the Reception Centre to provide assistance to evacuees. As well, the Personal Services desk should be manned at all times.	

Disaster Social Services Planning Course

Topic: RECEPTION CENTRE EXERCISE

Learning Outcome: Learners are given the opportunity to practice their knowledge and skills in an evaluation exercise of a simulated event.

Total Estimated Time: 60 minutes

Instructional Note: *A hands-on exercise is highly recommended. The event could be the same as was used in the topic Identifying the Key Components of the DSS Response Plan. Learners are divided into 2 groups: Reception Centre team; evacuee role players. The Reception Centre team is provided with packages as described in the DSS Response Planning Model. Evacuee role players are provided with scripts. Training Programs, Alberta Disaster Services can provide additional information.*

Topic Outline	Teaching Points
Functions and services to be included in the Reception Centre exercise: • DSS Manager • Reception Centre Manager • Meeters & Greeters • R & I Supervisor + R & I workers • Lodging Supervisor • Food Services Supervisor • Clothing Supervisor • Personal Services Supervisor • Volunteer Services Supervisor *Note: Use above as a guide. Make adjustments as the situation dictates.*	
Conduct of the exercise	
Assignment of roles	
Exercise play (approximately 30 minutes is recommended)	
Exercise debriefing	There will likely be many organizations, agencies, and volunteers involved in providing services and support following a disaster. Emphasize that these groups must respond at the request of the municipality and under the direction of the municipality. See the Disaster Services Act, Section 11 "The local authority of each municipality shall, at all times, be responsible for the direction and control of the local authority's emergency response unless the Government assumes direction and control under Section 18." **Handout:** Contacts for Non-Government Organizations Involved in Disaster Response

Disaster Social Services Planning Course

Topic: COURSE CONCLUSION

Total Estimated Time: 15 minutes

Topic Outline	Teaching Points
Provide an opportunity for learners to ask questions and/or discuss topics or issues not covered in the course	
Next steps to be taken by DSS team	
Evaluation of the course	**Handout:** Appendix A - Forms, *Learner Evaluation* Learners complete *Learner Evaluation* form to provide feedback on the learning experience.
Administration and closing	

DISASTER SOCIAL SERVICES PLANNING COURSE INFORMATION SHEET

In a large-scale disaster, the volume, urgency, and intensity of human needs and the degree of social disorganization are such that regular community resources are unable to cope. The situation requires the activation of the community's Disaster Social Services Response Plan to meet the urgent physical and personal needs until regular social services or special recovery programs are in operation. The community's Disaster Social Services Response Plan is a specialized component of the Municipal Emergency Plan.

The intent of this Disaster Social Services Course is to provide participants with the knowledge, skills, and tools required to develop and activate the Disaster Social Services Response Plan for their Community.

COURSE OBJECTIVE

This course provides an opportunity for people who would work together in a disaster situation to learn and practice together. At the end of the course, participants will have an understanding of:

1. Problems and situations likely to be encountered in a disaster situation where a large number of people have been displaced from their homes,
2. The process for developing a Disaster Social Services Response Plan, which is a specialized component of the Municipal Emergency Plan,
3. How the Disaster Social Services Response Plan is activated.

EVALUATION

Participants will have an opportunity to assess their success in the light of the criteria presented to them, and the feedback they receive from the course trainer(s), Alberta Disaster Services staff, and peers.

TRAINING METHOD

A variety of instructional methods will be incorporated (e.g. content presentations, class discussion) to achieve the desired learning outcomes. As well, an exercise will be included to provide participants with an opportunity to practice and apply their skills and knowledge.

TARGET AUDIENCE

This course is intended for individuals who have a key role in the Disaster Social Services Response Plan. This could include representatives from:

- Social services agencies (e.g. Family & Community Support Services/Community Services, Alberta Human Resources & Employment)
- The municipality (e.g. Director of Disaster Services, Deputy Director of Disaster Services, elected officials, Emergency Public Information Manager or designate, emergency services personnel such as Fire and Police)
- Health representatives (e.g. Public Health, Alberta Mental Health Board)
- Representatives from local organizations and groups (e.g. Police Victim Services, clergy)
- Non-government agencies (e.g. Canadian Red Cross Society, Salvation Army, St. John Ambulance)

COURSE PRE-REQUISITE

None. However, it is recommended that those with key Disaster Social Services roles complete the Basic Emergency Preparedness Course.

COURSE LENGTH AND LOADING

A minimum of 6 hours (1 day) is required to achieve the learning objectives. A minimum of 20 participants from a cross-section of services and disciplines is recommended.

12

Chapter 12. Disaster Health Services Planning Course

To be added at a later date.

Appendix A. Forms

Forms referenced and included in this manual:

1. **CLASS LIST**. The list of learners who have attended a training course. Information is collected from the learners at the commencement of the course.

2. **LEARNER EVALUATION.** Completed by learners at conclusion of the training course.

3. **TRAINER'S REPORT.** A report completed by the trainer to provide feedback to the host municipality and Disaster Services on the administration and the effectiveness of the course.

4. **CONDUCT OF TRAINING:OBSERVATION REPORT.** Completed by a Disaster Services Branch staff member or municipal official who has observed a training course for compliance with the relevant course standard. This form is also used in assessment and approval of Alberta Disaster Services Approved Trainers.

5. **STATEMENT OF INTEREST IN CONDUCTING TRAINING**. Trainers should complete and submit this form by December 31 of each year to indicate their interest in conducting training in Alberta.

6. **BASIC EMERGENCY PREPAREDNESS COURSE EXAMINATION.** An examination that learners have the option to complete at the conclusion of the course. Successful completion of the exam serves as a prerequisite for most other disaster services courses and the Canadian Emergency Preparedness College, Amprior, Ontario. Provided under separate cover to trainers.

7. **TRAINER MATERIALS ASSESSMENT TOOL.** Trainers can use this tool as a reference check during the development of training materials and lessons plans.

8. **LESSON PLAN ASSESSMENT TOOL** Trainers can use this tool as a reference check during the development of lessons plans.

9. **LEARNER MANUAL ASSESSMENT TOOL.** Trainers can use this tool as a reference check during the development of course materials.

10. **SAMPLE LESSON PLAN.** Suggested format for a lesson plan.

11. **TRAINING VALIDATION DATA COLLECTION.** Used by Alberta Disaster Services and municipalities to validate training courses.

Alberta
MUNICIPAL AFFAIRS
Disaster Services

Return this form to:
Alberta Municipal Affairs
Disaster Services Branch
16th Floor, Commerce Place
10155 – 102 Street
Edmonton, Alberta, T5J 4L4

CLASS LIST

Is this training being funded under a Municipal Sponsorship Training Grant? ☐ Yes ☐ No

OFFICE USE ONLY
Course Number

COURSE INFORMATION

Name of Course	Location of Course	Date of Course	Name of Host Municipality
Name of Trainer	Name of Company	Telephone Number ( )	Email Address

Please Print All Information

	Name	Business Address	Business Telephone and Fax Number	Emergency Role / Function	Municipality / Organization	Student Mark
1		Street Address City Postal Code	Tel: ( ) Fax: ( )			
2		Street Address City Postal Code	Tel: ( ) Fax: ( )			
3		Street Address City Postal Code	Tel: ( ) Fax: ( )			
4		Street Address City Postal Code	Tel: ( ) Fax: ( )			
5		Street Address City Postal Code	Tel: ( ) Fax: ( )			
6		Street Address City Postal Code	Tel: ( ) Fax: ( )			
7		Street Address City Postal Code	Tel: ( ) Fax: ( )			
8		Street Address City Postal Code	Tel: ( ) Fax: ( )			
9		Street Address City Postal Code	Tel: ( ) Fax: ( )			
10		Street Address City Postal Code	Tel: ( ) Fax: ( )			
11		Street Address City Postal Code	Tel: ( ) Fax: ( )			
12		Street Address City Postal Code	Tel: ( ) Fax: ( )			

MAFP 1280 (2001/04)

This information is being collected for the purposes of enhancing Alberta's emergency preparedness under the Disaster Services Act. Questions about the collection of this information can be directed to Alberta Municipal Affairs, Disaster Services Branch, Director of Training Programs, 16th Floor, Commerce Place, 10155 - 102 Street, Edmonton, Alberta, T5J 4L4, (780) 422-9000.

	Name	Business Address	Business Telephone and Fax Number	Emergency Role / Function	Municipality / Organization	Student Mark
13		Street Address City Postal Code	Tel: ( ) Fax: ( )			
14		Street Address City Postal Code	Tel: ( ) Fax: ( )			
15		Street Address City Postal Code	Tel: ( ) Fax: ( )			
16		Street Address City Postal Code	Tel: ( ) Fax: ( )			
17		Street Address City Postal Code	Tel: ( ) Fax: ( )			
18		Street Address City Postal Code	Tel: ( ) Fax: ( )			
19		Street Address City Postal Code	Tel: ( ) Fax: ( )			
20		Street Address City Postal Code	Tel: ( ) Fax: ( )			
21		Street Address City Postal Code	Tel: ( ) Fax: ( )			
22		Street Address City Postal Code	Tel: ( ) Fax: ( )			
23		Street Address City Postal Code	Tel: ( ) Fax: ( )			
24		Street Address City Postal Code	Tel: ( ) Fax: ( )			
25		Street Address City Postal Code	Tel: ( ) Fax: ( )			
26		Street Address City Postal Code	Tel: ( ) Fax: ( )			
27		Street Address City Postal Code	Tel: ( ) Fax: ( )			
28		Street Address City Postal Code	Tel: ( ) Fax: ( )			
29		Street Address City Postal Code	Tel: ( ) Fax: ( )			
30		Street Address City Postal Code	Tel: ( ) Fax: ( )			

	Name	Business Address	Business Telephone and Fax Number	Emergency Role / Function	Municipality / Organization	Student Mark
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			
		Street Address City Postal Code	Tel: ( ) Fax: ( )			

Disaster Services Training Course
LEARNER EVALUATION

(To be completed by the learners at conclusion of course)

Course Name: _____ **Course Date:** _____

Course Location: _____

Name of Trainer: _____

1. How much experience do you have in the subject matter covered in this course? ____ **years** ____ **months**

	Low				High
2. Rate your knowledge and skill level in the subject matter BEFORE the course.	1	2	3	4	5
3. Rate your knowledge and skill level in subject matter AFTER the course.	1	2	3	4	5
4. Rate the relevance of the course content to your role in emergency planning.	1	2	3	4	5
5. Rate the quality of instruction (how well organized the instructor was, his/her level of knowledge, ability to respond to questions, instruction paced to suit learners' needs)	1	2	3	4	5
6. To what extent did the handout materials contribute to your learning?	1	2	3	4	5
7. To what extent did the audiovisual materials contribute to your learning?	1	2	3	4	5
8. Overall, what is your satisfaction with this course?	1	2	3	4	5

9. Is there anything else that would have assisted your learning in this course? If so, please describe.

_____

_____

_____

_____

_____

_____

_____

Name and phone number (optional)

If you have additional comments or suggestions on how the course could be improved, please use the back of the form.

Thank you.

Disaster Services Training Course
TRAINER'S REPORT

(To be completed by the Trainer at conclusion of course)

This report is intended to provide feedback to the sponsoring municipality/agency and Disaster Services Branch, on the administration and the effectiveness of the course.

1. Course name: _____
2. Course date and time: _____
3. Host municipality: _____
4. Trainer's name: _____ Phone Number _____
5. Company: _____
6. Issues or concerns raised during the course were: _____

   _____

   _____
7. Course planning or administration issues: _____

   _____
8. Did the appropriate learners attending the course? ❑ Yes ❑ No ❑ Maybe
9. If **no** or **maybe** please explain _____

   _____

   _____

   _____
10. Is there any follow-up required by Disaster Services Branch? _____

    _____

    _____

_____ _____

Trainer's Signature Date

Please forward this Report, with the Learners' Evaluation forms and the original Class List within 14 days to:

Original:
Director, Training Programs
Disaster Services Branch
Alberta Municipal Affairs
16th Floor, Commerce Place
10155 – 102 Street
Edmonton, AB T5J 4L4

Copies:
❑ Disaster Services District Officer

❑ Municipal Director of Disaster Services

Disaster Services Training

CONDUCT OF TRAINING: OBSERVATION REPORT

To be completed by Alberta Disaster Services or municipal staff. Not to be completed by the Course Trainer.)
Adapted from the National Training Strategy draft standards

PURPOSE

1. To provide feedback to the trainer on the extent to which they are conducting training in accordance with the Alberta Disaster Services Training standards.
2. To assist the Director of Training Programs to determine if a trainer meets the Alberta Disaster Services Approved Trainer criteria. A grade of 4 or better in each of the 7 areas that follow is an acceptable level of competence in meeting the criteria.

PROCEDURES FOR COMPLETION OF THIS REPORT

- Contact trainer beforehand and advise of date and place of observation.
- Ensure you have a copy of the trainer's lesson plan for the course.
- Advise course learners of the observation. Do not intervene during the training.
- Objectively assess the conduct of training; make clear, exact, meaningful notes that can be used to explain assessment.
- Meet with trainer to discuss observations (within 24 hours if possible). Ask the trainer to prepare by identifying areas of the training that went well and areas they would like to change. Provide trainer with a copy of the report.

Course Name		Host Municipality	
Course Location		Course Date	
Lead Trainer's Name		Company	
Name of additional presenter(s)			

A. INTRODUCTIONS The trainer:	Yes	No
1. Introduced himself/herself and included name, organization, and experience in emergency management		
2. Included outlining his/her role in the course		
3. Included learner self-introductions and specified time allotment		
4. Outlined content for learner's self introduction, e.g. name, municipality/location, employer, experience, emergency role		
5. Presented the course objectives orally and in writing (e.g. in the learner manual)		
6. Emphasized the benefits of the course to learners		
7. Presented the course outline and timetable		
8. Provided an opportunity for learners to provide input into the agenda		
9. Identified the location of washrooms		
10. Indicated break schedule		
11. Indicated meal arrangements		
12. Recognized that some learners may be "on call"		
13. Identified the location of emergency procedures, emergency exits, and assembly points		
14. Provided a code word, such as "NO DUFF", to indicate that information being given in an actual emergency situation is "for real" and not part of a course exercise		

Rating Based on % of Occurrence					
Calculate % and circle rating: ___ x 100 = 14	1. (0% - 19%)	2. (20% - 39%)	3. (40% - 59%)	4. (60% - 79%)	5. (80% - 100%)

Comments:

B. ADMINISTRATION The trainer:	Yes	No
1. Provided student name tags		
2. Used the Class List for registration		
3. Provided sufficient support personnel to meet the requirements of the lesson plan		
4. Ensured that safety was a primary concern during all practical work		

Rating Based on % of Occurrence					
Calculate % and circle rating: ___ x 100 = 4	1. (0% - 19%)	2. (20% - 39%)	3. (40% - 59%)	4. (60% - 79%)	5. (80% - 100%)

Comments:

C. TRAINER SKILLS (at least 50% of the lessons must be observed) The trainer:	Yes	No
1. Provided concise verbal explanations		
2. Used questions to stimulate thinking and to confirm learning		
3. Acknowledged learners' answers and contributions to the learning process		
4. Coached learners during exercises and learning activities		
5. Provided feedback to learners on learning activities and evaluation exercises		
6. Adapted the pace of instruction to the learners' needs		
7. Handled sensitive situations appropriately		
8. When necessary, adapted the learning activities to meet the learners' needs		
9. Recognized and addressed learner difficulties		
10. Presented the objective(s) at the beginning of each component of the lesson plan		
11. Followed the lesson plan		
12. Managed the overall time in accordance with the lesson plan		
13. Linked lesson plan topics to the learners' roles and/or to previously presented material		
14. Concluded the lessons by reviewing the objective, recapping the teaching points and linking to the next lesson		
15. Linked the course content with the local municipal emergency plan and local circumstances		
16. Provided and/or requested examples related to the topics and teaching points to facilitate learning		

Rating Based on % of Occurrence					
Calculate % and circle rating: ___ x 100 = 16	1. (0% - 19%)	2. (20% - 39%)	3. (40% - 59%)	4. (60% - 79%)	5. (80% - 100%)

Comments:

D. TRAINER-LEARNER RELATIONSHIP The trainer:	Yes	No
1. Was available to learners during breaks and at the end of the course		
2. Established a respectful relationship with the learners		
3. Established rapport with the learners		
4. Encouraged learners to share opinions and ideas		

Rating Based on % of Occurrence					
Calculate % and circle rating: ___ ÷ 100 = 4	1. (0% - 19%)	2. (20% - 39%)	3. (40% - 59%)	4. (60% - 79%)	5. (80% - 100%)

Comments:

E. DELIVERY OF TOPICS Degree of quality to which topics were covered:	1 Not Covered	2 Poorly Covered	3 Somewhat Covered	4 Well Covered	5 Very well Covered	Rating
1. Name of topic:						
2. Name of topic:						
3. Name of topic:						
4. Name of topic:						
5. Name of topic:						
6. Name of topic:						
7. Name of topic:						
8. Name of topic:						
9. Name of topic:						
10. Name of topic:						

Comments:

F. TRAINING AIDS The trainer:	Yes	No
1. Used a variety of visual aids to facilitate learning		
2. Used visual aids which were easy to read and well designed		
3. Used videos, which were of good quality and of appropriate length		
4. Emphasized key messages in the video(s)		
5. Linked the video(s) to the lesson		
6. Provided handouts as listed in the Disaster Services Training Course Standard		
7. Augmented visual aids with timely and/or pertinent handouts.		

Rating Based on % of Occurrence					
Calculate % and circle rating: ___ / 7 x 100 =	1. (0% - 19%)	2. (20% - 39%)	3. (40% - 59%)	4. (60% - 79%)	5. (80% - 100%)
Comments:					

G. CONCLUSION The trainer:	Yes	No
1. Provided an opportunity for learners to ask questions on issues/topics not covered in the course		
2. Responded appropriately to item #1above		
3. Provided opportunity for learners to give verbal feedback on the course		
4. Requested learners complete and return the Learner Evaluation form		
5. Presented certificates or made it clear that certificates would be mailed to learners		
6. Addressed administrative issues		
7. Encouraged 'back home' involvement in agency/organizational emergency management		
8. Provided contact information for host municipality and local Disaster Services District Officer		

Rating Based on % of Occurrence					
Calculate % and circle rating: ___ / 8 x 100 =	1. (0% - 19%)	2. (20% - 39%)	3. (40% - 59%)	4. (60% - 79%)	5. (80% - 100%)
Comments:					

Course observation was conducted from _____(AM/PM) on _____ (date) to _____(AM/PM)_____ (date)

Name of Evaluator (Print) _____ Signature _____

Organization (Print) _____ Date _____

Return this Form to:
Director, Training Programs
Disaster Services Branch
Alberta Municipal Affairs
16th Floor, Commerce Place
10155 – 102 Street, Edmonton, AB T5J 4L4

Office Use Only
Training Course Documents Received
- ☐ Class List (original)
- ☐ Learners Evaluation forms
- ☐ Trainer's Report

OBSERVATION OF COURSE TOPIC WORKSHEET

Note to Observer: Prior to observing a course, make additional copies of this page so that you have 1 page for each course topic (other than Introduction and Course Conclusion) included in the course standard. Attach to the Conduct of Training: Observation Report.

TOPIC: _____

Name of Presenter: _____

To what degree of quality was the topic covered as described in the course standard?

1	2	3	4	5
Not Covered	Poorly Covered	Somewhat Covered	Well Covered	Very Well Covered

Transfer Rating to Section E of Observation Report

Recommendations:

Disaster Services Training
STATEMENT OF INTEREST IN CONDUCTING TRAINING

Name of Trainer	Address
Name of Company	
Telephone Number ( )	Fax Number ( )
Email Address	Website
Courses interested in conducting: 1)	
2)	
3)	
4)	
Formal adult education qualifications: 1)	
2)	
Emergency management education and training 1)	
2)	
Experience in emergency management: 1)	
2)	
3)	
Experience in adult education: 1)	
2)	
Other information relevant to training delivery:	

_____ _____

Signature Date

☐ Lesson Plans attached for courses interested in conducting?

NOTE: Trainers should complete and submit this form by December 31 each year to Director of Training Programs, Disaster Services Branch, 16th Floor, Commerce Place, 10155 – 102 Street, Edmonton, AB T5J 4L4 to advise of their continued interest in conducting training.

Disaster Services Training
LEARNER MANUAL ASSESSMENT TOOL

Adapted from the National Training Strategy draft standards

CRITERIA STATEMENTS	*Yes or No*	*Comments*
1. Course Organization		
Material is presented in logical sequence.		
Format is consistent (titles, numbering, layout).		
Material is necessary/useful to achieve the training objective.		
Material has practical applications for the workplace.		
Course structure (Introduction, Lessons, Application Exercises and Conclusion) is clear.		
Introduction presents the training objective, outline for the course and benefits of the training.		
2. Lesson Objectives		
The objective of the lesson is presented in terms of performance, conditions, and standard.		
The method of evaluation of lesson objective is described.		
3. Presentation Of Content		
Explanations are clear and concise.		
Examples are presented where appropriate.		
Visual supports (diagrams, charts, etc.) are used where appropriate.		
Content is technically correct.		
4. Learning Activities		
The purpose is clearly defined.		
The time allotted for the activity is indicated and is adequate.		
The instructions to learners are clear.		
The activity is relevant to teaching points.		
The activity is at an appropriate level of difficulty.		
The activity reflects the importance of knowledge and skills presented during the lesson/unit.		
Suggested solutions and, where appropriate, rationales for solutions are included.		
5. Exercises		
The purpose is clearly defined.		
The time allotted for the exercise is indicated and is adequate.		
The instructions to learners are clear.		
The exercise(s) is relevant to teaching points.		
The exercise(s) is at an appropriate level of difficulty.		
The exercise(s) reflects the importance of knowledge and skills.		
Suggested solutions and, where appropriate, rationale for solutions are included.		
6. Course Conclusion		
Learners are asked to reflect upon learning and assess the achievement of the course objective.		
Learners are asked to link the presented material to job performance		
Learners are asked to consider an action plan for future activity where appropriate. (e.g., continuing learning, on the job application)		

Disaster Services Training
LESSON PLAN ASSESSMENT TOOL

May be used as a reference during the development of lessons plans. Adapted from the National Training Strategy draft standards

CRITERIA STATEMENTS	*Yes/No*	*Comments*
1. STRUCTURE AND FORMAT		
All lesson outlines are attached.		
Each outline clearly presents the objective, the evaluation of the objective, the content, methods and time required		
2. Lesson Objective		
The performance objective describes what learners will be able to do at the end of each lesson.		
The conditions of the performance objective are given.		
The standard for the evaluation of the achievement of each performance objective is stated.		
3. Learning Activities		
The learning activities for each lesson objective are described.		
The performance in the learning activities matches the stated lesson objective.		
4. Evaluation Exercises		
The evaluation exercise(s) for each lesson objective are described.		
The performance in the evaluation exercise(s) matches the stated lesson objective.		
5. Teaching Points		
The teaching points listed are meaningful.		
The teaching points necessary to attain lesson objective are included.		
The teaching points are limited to the "need to know" content.		
The sequence of the teaching points is logical.		
The teaching points are organized in accordance with the level of complexity and the time required for the topics.		
The sub-teaching points include an appropriate level of detail.		
6. Methods/Visual Support		
Methods are identified for each teaching point.		
Visual support is identified for each teaching point.		
Methods and visual support are appropriate to nature of content (e.g., Knowledge, Skill) and the training situation.		
Sufficient practice to allow learners to attain lesson objective is indicated.		
There is variety in the instructional methods and visual support.		
Reference materials are listed (Municipal Emergency Plan checklists, forms, other relevant documents, samples etc.).		
7. Time		
Times are detailed in minutes by topic		
Times reflect importance and complexity of teaching points.		
Total time required for learning activities is realistic.		
The ratio of practice to theory is appropriate.		

Disaster Services Training
SAMPLE LESSON PLAN[1]

Adapted from the National Training Strategy draft standards

COURSE INTRODUCTION **Emergency Management Course**		
Estimated Time: 40 minutes **Trainer:** (name)		
Desired Outcome: Learners are prepared to take advantage of what the course has to offer. They are aware of the course objective, the schedule for the learning activities, who the other participants are, the training facility, the course materials and feel motivated to participate as expected.		
Topic/Activity /Time	**Teaching Points**	**Media**
Welcome **(5 minutes)**	**Welcome** learner to the course. **Introduce** yourself as the trainer (brief background of emergency experience) **Describe** your role as the trainer: o To coordinate and manage the learning environment o To present the course content o To facilitate the exercises o To answer questions o Include introduction(s) of the assistant trainers **Describe** o The opportunity to share experiences o The course will offer them an opportunity to network with others o That you hope they will find the course enjoyable, productive and profitable	Slide #1 Slide #2
Activity: Self Introductions **(20 minutes)**	**Have participants introduce themselves**, asking them to identify their name, municipality, organization/agency, emergency experience and their likely emergency role. Acknowledge the expertise within the group and suggest that they will be able to take advantage of the variety of experience available to them.	

Topic/Activity /Time	Teaching Points	Media
Course Objective (2 minutes)	**Present** the course objective and its evaluation, using OH or PPT ***slide.***	Slide #3
	Emphasize that participants will be able to: o Assess the achievement of the objective based on their performance during the learning activities and evaluation exercises. o Determine their strengths and areas in need of improvement as they apply emergency management principles in context	

Course Themes (3 minutes)	Refer participants to the main themes that weave throughout the EM course.
	o Teamwork in a multi-service response environment
	o Decision-making and problem solving.
	o Management of information via documentation, collection, analyzing, dissemination, displaying.
	o Communication
	  o Within their service
	  o Within their team
	  o Within the system
	  o Within the municipality
		Slide #4

Approach to Learning (5 minutes)	Refer to the course objective, page xx of learner's manual as the focus of the course	Learner's Manual Page XX
	Refer students to the course agenda in the learner's manual, highlighting the course structure and the major topics.	
	Describe the approach to learning: o Interactive learning environment; use their knowledge and experience; learn from others o Key information will be presented on the ESM system o There will be xxx evaluation exercises that allow learners to learn, practice and apply emergency management principles at both an emergency site and an emergency operations centre. o Learners will discover how the ESM system complements existing incident command systems o They will have the support of the trainer(s) throughout the course to help them. o Provide feedback by completing the *Learner Evaluation* form	Slide # 5
Administration (5 minutes)	Refer learners to layout of the facility, washrooms and exits, and use of the XXX (code word) in the event of a emergency during an exercise	
	Tell learners when breaks will be taken and what the arrangements are for lunch.	Class List
	Ask learners to add their name and details to the *Class List* being circulated. Advise that the *List* is sent to Disaster Services with a copy to the host municipality and their Disaster Services District Officer.	
	Ask if any questions or concerns.	
	Use a bridging remark to next topic.	

[1] Adapted from *National Training Strategy standards, Canadian Emergency Preparedness College.*

Disaster Services Training
TRAINING VALIDATION

This form is used by Alberta Disaster Services and municipalities to validate disaster services training

This form will be developed later.

B

Appendix B. Glossary

This is a listing of some of the common terminology and definitions used within the Alberta emergency preparedness and response framework, including provincial emergency plans and planning models.

Act - the *Disaster Services Act, RSA 2000, Chapter D-13.*

Alberta Emergency Plan - The Government Emergency Planning Regulation requires the Disaster Services Branch of Alberta Municipal Affairs to prepare and implement a plan for the provision of government resources, known as the Alberta Emergency Plan.

Alberta Emergency Preparedness Partnership - a voluntary coalition of essential service providers within Alberta who share a common interest in the prevention, planning, response, recovery and mitigation of disasters.

Business Resumption Planning - Planning to ensure the continued availability of essential services, programs and operations, including all the resources involved. Prepares an organization to respond to an interruption of essential business functions and provides the guidelines to fully recover operations, services and programs.

Civil Protection - Arrangements in place for dealing with disasters and other civilian type of societal and community crisis. (E.L. Quarantelli, 2001)

Co-ordination and Information Centre - 24-hour information centre operated by Alberta Transportation that provides initial assessment, response action and clean-up information for dangerous goods incident responders. The Centre also serves as the after regular hours contact point for the Disaster Services Branch of Alberta Municipal Affairs. It can be reached by dialing 422-9600 in the Edmonton area or 1-800-272-9600 anywhere else in Alberta.

Director of Disaster Services – an individual appointed by the local authority to: prepare and coordinate emergency plans and programs for the municipality; act as the director of operations on behalf of the municipal disaster services agency; coordinate all emergency services and other resources used in an emergency; and, perform other related duties. *(Disaster Services Act,* Section 11*)*

Disaster - an event that results in serious harm to the safety, health, or welfare of people or in widespread damage to property. *(Disaster Services Act)*

Disaster Planning – mitigation, preparedness, response and recovery (E.L. Quarantelli, 2001)

Disaster Recovery Program – a program approved by the Government of Alberta under the Disaster Recovery Regulation to help individuals, small businesses, farming operations and municipalities recover from the adverse effects of a disaster. The Disaster Services Branch of Alberta Municipal Affairs administers programs.

Disaster Services Act, Statutes of Alberta 2000 Chapter D-13. – the legislation that defines the requirements for emergency measures at the provincial government and local authority level within Alberta.

Disaster Services Agency - an organization that acts as an agent of the local authority (Council) to carry out the Council's statutory powers and obligations under Section 11 of the *Disaster Services Act.*

Disaster Services Branch - a branch of Alberta Municipal Affairs. The Branch is responsible for the management of a province wide program to ensure that Alberta's public and private sectors are prepared for, and can respond effectively to, disasters and emergencies. The Branch also designs and delivers disaster recovery programs that promote the timely recovery of Albertans from the impacts of disasters and emergencies. Often referred to as Alberta Disaster Services.

Disaster Services Committee - a committee consisting of a member or members of the local authority (Council) appointed to advise and report to Council on the development of emergency plans and programs, under Section 11 of the *Disaster Services Act*.

Disaster Social Services – a planned emergency response organization designed to provide those basic services considered essential to the immediate well-being of persons affected by a disaster. Basic services are normally delivered at a Reception Centre and include lodging, clothing, food, registration and inquiry, and personal services. The Disaster Social Services Response Plan is a specialized component of the Municipal Emergency Plan.

Declaration of a State of Emergency - an order of the Lieutenant Governor in Council under Section 18 of the Disaster Services Act.

Declaration of a State of Local Emergency – a resolution or order of a local authority under Section 18 of the Disaster Services Act.

District Disaster Services Officer – field staff of the Disaster Services Branch of Alberta Municipal Affairs who support and assist Alberta's municipalities in the development and maintenance of their emergency plans and programs. The District Officer will likely attend the response to a disaster or a major emergency as the liaison officer for Disaster Services.

Emergency - a present or imminent event that requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property. (*Disaster Services Act*)

Emergency Management - concerned with the preparedness and response phases of disasters (E.L. Quarantelli, 2001)

Emergency Operations Centre (EOC)– an operations centre established in a suitable location to manage the larger aspects of the emergency. In a high impact emergency there may be a number of EOCs established to support the response. These may include corporate EOCs (regional, headquarters), municipal EOCs, a joint regional EOC and the provincial government EOC (see Government Emergency Operations Centre).

Emergency Planning Officer (EPO) - a senior member of a provincial government department, appointed by the department head, who in addition to other duties, coordinates the department's response to a major emergency or disaster. (Government Emergency Planning Regulation)

Emergency Preparedness - the planning, exercising and education necessary to achieve a state of readiness for disasters and emergencies.

Emergency Response Structure – The local authority is the first level of government to respond to an emergency or disaster. The degree of response by other levels of government and the private sector should be tailored to the local authority's capabilities and needs. The establishment of an Emergency Operations Centre (EOC) by any of the responding organizations will be dictated by the magnitude of the incident, the nature and scope of the response, and the need for public and media communications activities. Local authorities plan for three levels of emergency response, in increasing order of magnitude:

- **Level I**. This response is for an incident of limited community impact that the local authority can manage within its emergency response capabilities. The incident may be of short or extended duration. Provincial departments may attend for regulatory requirements. A representative of the Disaster Services Branch may attend in a liaison officer capacity. The local authority, and industry if the incident occurs on an industrial site, may create on-site command posts to manage the immediate response. The municipal Emergency Operations Centre (EOC) may be activated to some degree. Although the Disaster Services Branch will usually be informed of an incident, it is unlikely that the Branch would activate the Government Emergency Operations Centre (GEOC).

- **Level II**. This response is for an incident of high community impact. In addition to normal emergency responders, the local authority will mobilize elements of its emergency response coordination capability, and may request some external assistance. The local authority and industry if relevant will establish on-site command posts, and may also activate EOCs. A Disaster Services Officer will normally go to the municipal EOC as a liaison officer and to provide advice if required. Other levels of government may choose to activate EOCs. The GEOC may be partially activated.

- **Level III**. This response is for an incident of extended duration and high community impact. The local authority will fully activate its Municipal Emergency Plan and can be expected to request assistance from government, non-governmental organizations, and the private sector. The local authority and industry if relevant would activate EOCs. A Disaster Services Officer would be in the municipal EOC as a liaison officer and to provide advice if required. The GEOC will normally be activated. *(model Municipal Emergency Plan)*

Emergency Site Command Post – A command post complex at the site of an emergency. It comprises several command posts including those of the emergency site manager and services such as police, fire, ambulance and public works.

Emergency Site Manager - The person responsible for ensuring a coordinated team response at an emergency site.

Emergency Site Management (ESM) - The ESM system is based on a multi-tiered framework for communications, joint (or coordinated) decision-making, and the coordination of activities or resources. The system facilitates the interaction among the various emergency response organizations at two primary locations: the emergency site and the municipal EOC. The ESM system builds on the presence of organization-specific disaster management processes (or systems) to provide a broad approach to the management of disasters at local authority level.

Exercises – an exercise completes the training and educational process in emergency preparedness and enables an evaluation of emergency plans and organizational capability, as well as providing opportunity to promote and refine cooperation and coordination between operational teams, staff groups, officials and others involved in an organized response to an emergency. actual experience.

CATEGORIES OF EXERCISES

- Workshops – an exercise that does not use telecommunications resources;
- Functional – an exercise where telecommunications are used but where human and material resources are not deployed; and
- Field – an exercise where telecommunications are used and some, most or all human and material resources are physically deployed.

TYPES OF EXERCISE

- Paper – characterized by the imposition of paper events or constraints on learners, with the principal intention of promoting beneficial interactions between them;
- Study – an exercise designed to develop the problem solving capabilities of the learners. It is an effective means of developing or upgrading procedures for a specific operation, and evaluation of emergency plans;
- Table top – an exercise where all the participants describe their response actions using a map, diagram, cloth or sand model;
- Synthetic – a pre-programmed exercise where all participants use electronic equipment;
- Specialty – an exercise that mainly involves specialty teams although other agencies can be expected to provide support. Examples are: bomb threat, hijacking, dangerous goods incident, and upstream petroleum incident.
- Telecommunications – an exercise designed to test or develop an alerting system and telecommunications between municipal response agencies and community/volunteer organizations;
- Media – an exercise designed to establish routine contact points and cooperation between the municipal/provincial government or industry, and the media.
  (Canadian Emergency Preparedness College 2000)

Government Emergency Operations Centre (GEOC) – the Government of Alberta's emergency operations centre, which is activated by the Executive Director of the Disaster Services Branch of Alberta Municipal Affairs. The GEOC coordinates the provincial government's response to a major emergency or disaster in Alberta.

Hazard – a situation with a potential for human injury, damage to property, damage to the environment, or some combination of these. *(CAN/CSA-Z731-02)*

Hazard Identification – the process of recognizing that a hazard exists and defining its characteristics.

Incident Command System (ICS) – A standardized at-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents. ICS was originally developed as a fire response management system by various U.S. states. The Emergency Site Management system (ESM) is used in Alberta and is complementary to the ICS and is not intended to replace or interfere with the command and control structure of the various emergency response agencies. ESM provides a framework to integrate and coordinate all services at the site, including those agencies with an established ICS and those that do not use the ICS. The ESM system also includes linkages to the Emergency Operations Centre(s).

Joint Emergency Preparedness Program – A program that provides financial assistance to communities on a cost-shared basis to fund projects that will develop or enhance a regional emergency response capability. Funding assistance is provided by Alberta Municipal Affairs Disaster Services, through the Federal Joint Emergency Preparedness Program, which is sponsored by The Office of Critical Infrastructure Protection and Emergency Preparedness.

Liaison Officer – a person who is the point of contact for assisting or coordinating an organization's resources during a response. They are often located at the EOC or Emergency Site Command Post. A Disaster Services District Officer, during the municipal response to a major emergency or disaster, would provide liaison with the Government Emergency Operations Centre to facilitate the provision of provincial resources and support.

Local Authority – as defined in the *Disaster Services Act* means the:

- the council of a city, town, village, or municipal district,
- in the case of an improvement district or special area, the Minister of Municipal Affairs,
- the settlement council of a settlement under the Metis Settlement Act,
- the park superintendent of a national park or his delegate where an agreement is entered into with the Government of Canada under section 9(b) [of the Act] in which it is agreed that the park superintendent is a local authority for the purposes of the Act, or
- the band council of an Indian band where an agreement is entered into with the Government of Canada under section 9(b) [of the Act] in which it is agreed that the band council is a local authority for the purposes of the Act.

Mass Casualty Incident – A mass casualty incident occurs during a disaster if the number and/or type of casualties in a given location **exceeds** the capability of the local emergency medical response systems thus mutual aid resources are required. *(Alberta Disaster Services 1992)*

Mitigation – see Phases of Disaster Planning.

Municipality – as defined in the *Disaster Services Act* means the area comprising a city, town, village, municipal district, improvement district or special area and includes:

- the settlement area of a settlement under the Metis Settlement Act,
- the area comprising a national park where an agreement is entered into with the Government of Canada under section 9(b) [of the Act] in which it is agreed that the park superintendent is a local authority for the purposes of the Act, and
- the area comprising an Indian reserve where an agreement is entered into with the Government of Canada under section 9(b) [of the Act] in which it is agreed that the band council is a local authority for the purposes of the Act.

Municipal Emergency Plan – is a plan prepared by a local authority under Section 11 of the *Disaster Services Act*.

National emergency – means (federal planning document definition) an urgent and critical situation of a temporary nature that:

- seriously endangers the lives, health, or safety of Canadians and is of such proportions or nature as to exceed the capacity or authority of a province to deal with it, or
- seriously threatens the ability of the Government of Canada to preserve the sovereignty, security, and territorial integrity of Canada and that cannot be effectively dealt with under any other law of Canada.

National emergency arrangements – means arrangements between all orders of government and between government and the private sector to ensure cooperative and effective use of Canada's resources in time of national emergencies.

Non Governmental Organization – any agency apart from government that has the skills and resources to prepare for, respond to or provide assistance in the recovery from a disaster.

NOTAM (notice to airmen) – an order issued by Transport Canada to close a specific airspace to unauthorized commercial aviation. The dimension of the airspace described is issued by Transport Canada.

Phases of Disaster Planning – the differentiating of disaster planning into time or stage phases. Disaster planning is thought of occurring in four phases:

- **Mitigation** includes the measures taken to reduce or minimize the risks from the effects of a hazard(s) with the aim to prevent or reduce a disaster impact when it occurs. Examples are legislation including regulations and by-laws, safety codes, building codes, zoning, dykes, evacuation, warning systems.
- **Preparedness**, in recognition that perfect mitigation is not possible, is building capability to effectively and rapidly respond when items at risk are affected by a hazard(s). It includes the planning, exercising, education and training we use to achieve a state of readiness for disasters and emergencies. Examples are crisis management, emergency response and business continuity plans, awareness and education, training – individual and collective, and resources.

- **Response** – those actions taken to minimize the damage and loss to items at risk (with an emphasis to prevention of injury and loss of life) when they are affected by a hazard. Examples are search and rescue and the provision of emergency medical services.
- **Recovery** – the activities carried out to return the affected organization/community to a reasonable state of normal life after it has been affected by a hazard. Examples are the rebuilding of homes and business resumption. *(Alberta Disaster Services, 2002; Quarantelli, E. L., 2001)*

Preparedness – see Phases of Disaster Planning

Public and Media Inquiry Room (PMIR) – a room/facility located near the Emergency Operations Centre to receive and respond to inquiries from the public and the media. The Alberta PMIR is established on the request of the GOEOC and is managed by the Alberta Public Affairs Bureau.

Reception Centre – a one-stop service site or facility where, in a disaster or emergency, people evacuate to and their immediate needs are met by the Disaster Social Services Response Team. A Reception Centre can also serve as a gathering place and information centre for those who have been impacted or want to help.

Recovery – see Phases of Disaster Planning.

Response – see Phases of Disaster Planning.

Risk – a measure of the probability and severity of an adverse effect to health, property or the environment. Risk is often estimated by the mathematical expectation of the consequences of an adverse event occurring. (i.e., the product of the "probability x consequence"). However, a more general interpretation of risk involves probability and consequences as a non-product form. This presentation is sometimes useful in that a spectrum of consequences, with each consequence having its own probability of occurrence, is outlined. *(CAN/CSA-Z731-95)*

Risk Assessment – a process or method for evaluating risk associated with a specific hazard and defined in terms of probability and frequency of occurrence, magnitude and severity, exposure and consequences. *(FEMA 1997)*

Risk Reduction – the process of reducing risks by either decreasing the chance and/or the consequence of a hazardous event. *(CAN/CSA-Z731-95)*

State of Emergency – See Declaration of a State of Emergency.

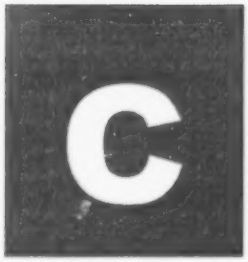
State of Local Emergency – See Declaration of a State of Local Emergency.

Upstream Petroleum Incident Support Plan

The *Alberta Upstream Petroleum Incident Support Plan* provides the framework for the coordination of the resources of Alberta Government departments and agencies in support of the industrial operator and the local authority in an upstream petroleum incident. Alberta Disaster Services and the Alberta Energy & Utilities Board (EUB) maintain the Plan. Emergency planning and response terminology relating to to the oil and gas industry includes:

- ***Closure Order*** – an order closing travel to an area to unauthorized personnel. The closure order area is that area within the boundaries described in an order issued by the Alberta Energy and Utilities Board under Section 97(3) of the *Oil and Gas Conservation Act*.
- ***Company Emergency Response Plan (ERP)*** – those plans prepared by an upstream operator under the *Oil and Gas Conservation Act, Pipeline Regulation* or any other statute, regulation or condition imposed by the Alberta Energy and Utilities Board. Companies outside the EUB jurisdiction may also prepare emergency response plans.
- ***Critical Sour Gas Well*** – a sour well from which the maximum potential release rate is:
  - 0.01 cubic metres per second (m^3/s) or greater and less than 0.1 m^3/s and which is located within 500 metres (m) of the corporate boundaries of an urban centre,
  - 0.1 m^3/s or greater and less than 0.3 m^3/s and which is located within 1.5 km of the corporate boundaries of an urban centre,
  - 0.3 m^3/s or greater and is less than 2.0 m^3/s and which is located within 3 km of the corporate boundaries of an urban centre, or≥2.0 m^3/s or greater.
- ***Crude Oil, Sour*** – a complex and highly variable viscous liquid mixture of naturally occurring hydrocarbons and containing hydrogen sulfide. The typical flammable limits in air by volume are: lower 1.0%, upper 7.0%.
- ***Crude Oil, Sweet*** – means a complex and highly variable viscous liquid mixture of naturally occurring hydrocarbons. The typical flammable limits in air are: lower 1.0%, upper 7.0%.

- ***Emergency Planning Zone (EPZ)*** – is an area surrounding a gas well, sour gas facility or high vapour pressure products pipeline where residents or other members of the public would be at risk in the event of an uncontrolled release of Hydrogen Sulphide (H2S).
- ***Field Butane*** – means a gas mixture under atmospheric conditions and a liquid when pressurized. It may contain N-Butane, isobutane and propane. The typical flammable limits in air by volume are: lower 1.8%, upper 8.4%.
- ***High Vapour Pressure Products*** – any product, which produces a vapour pressure in excess of 300 kilopascals absolute at 38°C. Examples include ethylene, propane and butanes.
- ***Local Agency*** – the primary organizations that have regulated authority in relation to the upstream petroleum industry, EUB, and/or public safety and protection during an upstream petroleum industry incident.
- ***Lease Oil*** – a petroleum liquid which may contain small amounts of N-Hexane and other isomers, benzene, toluene, xylene, cyclopentanes and 1,2,4 Trimethylbenzene. The typical flammable limits in air by volume are: lower 1.0%, upper 7.0%.
- ***Level 1 Low Impact Incident*** – there is no danger outside the industrial operator's property. They will be in immediate control of the hazard and there is no threat to the public and minimal environmental impact. The situation can be handled entirely by the industrial operators personnel. There is little or no media interest.
- ***Level 2 Moderate Impact Incident*** – there is no immediate danger outside of company property or the right-of-way but where there is the potential for the emergency to extend beyond the operator's property. Outside and provincial agencies must be notified. Imminent control of the hazard is probable but there is moderate threat to the public and/or the environment. There may be local and regional media interest in the event.
- ***Level 3 High Impact Incident*** – the safety of the public is in jeopardy from a major uncontrolled hazard. There are likely significant and on-going environmental impacts. Immediate, multi-agency municipal and provincial government involvement is required.
- ***On Site Command Post (OSCP)*** – an operations centre established in the immediate vicinity of the incident to provide immediate and direct response to the emergency.
- ***Protective Actions*** – the actions directed or conducted by a person in authority in order to protect the life and health of the public. They include: evacuation, in-place sheltering or ignition.
- ***Regional Emergency Operations Centre (REOC)*** – an operations centre established in a suitable location off-site near the emergency to manage the larger aspects of the emergency response.
- ***Significant Moderate Level Impact Event*** – means an upstream petroleum incident that will likely be rated as a High Level Impact Event because there is concern for public safety, the event is expected to be of long duration (over 7 days) and there will be the interruption of normal activities in a community.
- ***Sour Gas*** – in a pipeline it is natural gas containing more than 1% hydrogen Sulphide. Under Occupational Health and Safety legislation it is defined as a natural gas that contains more than 0.001% (10 PPM).
- ***Upstream Operator*** – the person who has the charge, management, or control of a site containing an upstream petroleum industry facility or a corporate person designated as responsible for corporate response activities at an incident.
- ***Upstream Operator's Emergency Response Plan*** – see Company Emergency Response Plan.
- ***Upstream Petroleum Industry*** – all facilities, equipment, substances, and operations used in the exploration, recovery, processing, and transporting petroleum within the Alberta Energy and Utilities Board (EUB) jurisdiction. Generally this would include oil and gas operations upstream of a refinery and the storage and transportation of unrefined products by the pipeline between oil and gas production facilities or other end points.
- ***Upstream Petroleum Industry Incident*** – any uncontrolled releases from wells, storage facilities, petroleum processing facilities, hydrocarbon pipelines and transport vehicles including saltwater spills or any emergency situation which has the potential to threaten the public, or to create a serious and negative environmental impact. In the Alberta Upstream Petroleum Incident Plan the word "event" means the same as "incident".
- ***Urban Centre*** – a city, town, new town, village, summer village, hamlet with not less than 50 separate buildings, each which must be an occupied dwelling, or other incorporated centre, or any similar development the EUB may designate as an urban centre.



Appendix C. Adult Education

Section 1. Principles of Adult Learning

This training manual was developed with the following adult education principles in mind:

- Adults have a variety of roles, priorities and responsibilities that may affect their learning. Don't waste their time. Be sure to meet their needs or they will resent the time they give you.
- Adults have clearly developed learning styles. Training activities should address a wide range of styles and present the same information using more than one method (Example: Handout *and* Discussion Group).
- Adults bring prior knowledge, values, attitudes, skills and experiences to the learning activity. Acknowledge what they know and help them build upon it.
- Adults may not be accustomed to a learning situation (classroom) and may have difficulty sitting for long periods. Break things up with a variety of activities.
- Adults may bring attitudes from their high school or elementary school experience to the learning activity. Encourage involvement and interaction.
- People learn best when what they are to learn in presented uniquely for them.
- Sight and hearing may not be optimal. Use large enough font on slides, overheads, handouts, etc.
- Adults learn best when they are responsible for their own learning.

Appendix D. Fact Sheets

The Fact Sheets that follow are provided to assist t ners with the delivery of disaster services training and may be reproduced as a handout for course participants.

1. Disaster Services Branch
2. Alberta's Emergency Preparedness Framework
3. Role of Alberta Disaster Services District Officers
4. Disaster Social Services Planning in Alberta
5. Alberta's Disaster Recovery Programs
6. Joint Emergency Preparedness Program

Disaster Services Branch[1]

Disaster Services is a branch of the Public Safety Division of Alberta Municipal Affairs responsible for ensuring Alberta's communities are prepared to respond effectively to disasters and major emergencies. The Branch has six operational sections: Provincial Programs, Community Programs, Training Programs, Industrial Programs, Crisis Management Programs and Business Resumption Planning.

- Provincial Programs is responsible for emergency planning and preparedness at the provincial order of government. Provincial plans are based on the all hazards Alberta Emergency Plan, with hazard specific plans such as the Pandemic Influenza Support Plan. This section also develops and maintains model plans such as the Disaster Social Services Response Plan to assist municipal emergency planners. Provincial Programs also liaises with other provinces and the federal government, maintains a state of readiness at the Government Emergency Operation Centre (GEOC), and manages disaster recovery programs that help Albertans recover from the adverse affects of a disastrous event, and oversees the operation of the Alberta Emergency Public Warning System.
- Community Programs is responsible for validating municipal emergency plans. Six district officers work closely with municipalities to maintain preparedness, response and recovery abilities, and to assist them evaluate and validate their municipal emergency plans. There are also two First Nations district officers who work with Alberta's First Nations communities. During major emergencies or disasters, the district officers work with the communities at their emergency operations centres and provide a liaison function between the municipalities and the provincial government should provincial or other resources be required.
- Training Programs develops and maintains the standards for emergency preparedness training programs, and administers the disaster services training grant program. The grant program provides funding for disaster services training and ground search and rescue training. Training Programs also administers the attendance of Albertans at the federal Canadian Emergency Preparedness College in Ontario.
- Industrial Programs is responsible for maintaining the two emergency plans that deal with industrial hazards. They are the Dangerous Goods Incident Support Plan and the Upstream Petroleum Incident Support Plan. Other activities include working with industrial/municipal mutual aid groups and reviewing industrial emergency plans to ensure they are compatible with and complementary to the relevant municipal emergency plan.
- Crisis Management Programs is responsible for emergency planning and preparedness for counter-terrorism at the provincial order of government. The provincial Crisis Management Plan coordinates and directs the cross government activities for threat level assessment, critical infrastructure identification, warning systems, and protocol development for chemical, biological, radiological and nuclear response. Crisis Management Programs also liaises with industry, other provinces and territories, the federal government, and maintains a state of readiness for crisis management at the Government Emergency Operations Centre (GEOC).
- Business Resumption Planning assists government departments with the development, validation and maintenance of cross-government business resumption plans to ensure the continued availability of vital services and programs.
- See the Disaster Services website for more information. http://www.gov.ab.ca/ma/ds

[1] *Generally known as Alberta Disaster Services*

Disaster Services Branch
Alberta Municipal Affairs
16th Floor, Commerce Place
10155 – 102 Street
Edmonton, Alberta T5J 4L4
Tel: 780-422-9000 or Fax: 780-422-1549
April 2002

Alberta
MUNICIPAL AFFAIRS

Alberta's Emergency Preparedness Framework

Emergency preparedness in Alberta is a graduated system of involvement with a community based, all hazards approach to planning and response (standard response protocol), and a single point of authority at each level. The response to an emergency occurs at the lowest level and increases to the level of response based on need.

- Individual and family responsibilities include knowing what to do when a major emergency or disaster impacts their community, and preparedness measures such as emergency supplies.
- First Responder Responsibilities
  - Immediate response by fire, police and emergency medical services
  - Control of the incident site and immediate protection of people and property
  - Municipal and industrial cooperation.
- Local Authority Responsibilities
  - Responsible at all times for the direction and control of the local authority's response under the Disaster Services Act, unless the Government of Alberta assumes direction and control.
  - Establish a Disaster Services Committee consisting of a member or members of the local authority.
  - Establish and maintain a municipal disaster services agency to carry out the municipality's obligations under the Disaster Services Act.
  - Appoint a Director of Disaster Services who is responsible for preparing and coordinating emergency plans and programs, directing operations and coordinating services and other resources used in an emergency or disaster response.
  - Prepare municipal emergency plans and programs
  - Establish mutual aid agreements
  - Authority to declare of a State of Local Emergency when required.
- Alberta Disaster Services
  - Alberta Emergency Plan (all hazards approach)
  - Hazard specific plans as required such as Pandemic Influenza Support Plan, Dangerous Goods Incident Support Plan, and the Upstream Petroleum Incident Support Plan
  - Assist municipalities and first nations communities with emergency preparedness and planning
  - Coordinate provincial support to a municipal response to a major emergency or disaster
  - Coordinate provincial response to major emergencies and disasters
  - Develop and maintain training standards, and administer training grant programs
  - Manage a program that mitigates against the potential consequences of terrorist activities
  - Coordinate disaster recovery programs
  - Oversee the operation of the Emergency Public Warning System
  - Coordinate response to and from other provincial and territorial governments
  - Authority to declare a provincial State of Emergency.
- Federal government
  - Federal planning and response to major emergencies and disasters
  - Canadian Emergency Preparedness College
  - Coordinate Disaster Financial Assistance Arrangements
  - Coordinate response to and from other countries.

Disaster Services Branch
Alberta Municipal Affairs
16th Floor, Commerce Place
10155 – 102 Street
Edmonton, Alberta T5J 4L4
Tel: 780-422-9000 or Fax: 780-422-1549
http://www.gov.ab.ca/ma/ds
April 2002

Alberta
MUNICIPAL AFFAIRS

Role of Alberta Disaster Services District Officer

Six Alberta Disaster Service District Officers work with municipalities to enhance the safety of Albertans through disaster and emergency mitigation, preparedness, response and recovery programs. Their responsibilities include:

- Ensure municipal councils understand their responsibilities and powers under the Disaster Service Act.
- Help municipalities prepare and maintain Municipal Disaster Services By-laws.
- Assist local Directors of Disaster Services in setting up and maintaining the Disaster Services Agency.
- Help draft, maintain and validate the Municipal Emergency Plans.
- Visit municipalities annually to conduct an all hazard risk assessment.
- With the communities, review and update the Municipal Emergency Plans, at a minimum every two years.
- Test Municipal Emergency Plans through regular exercises at least once every four years.
- Assist with the development and maintenance of health care facility plans, disaster social services plans, school plans and other specialized components of Municipal Emergency Plans.
- Help develop, maintain and coordinate Mutual Aid Agreements.
- Ensure provincial emergency plans are coordinated with the Municipal Emergency Plans.
- Promote and participate in regional planning and response initiatives.
- Coordinate municipal participation in provincial and federal grant initiatives and programs.
- Coordinate municipal participation in national emergency preparedness training programs.
- Assist municipalities in responding to a major emergency or disaster and provide liaison with the Government Emergency Operations Centre to facilitate the provision of provincial support.
- Assist with the establishment and operation of a victim assistance centre, if required.
- Assist municipalities with disaster recovery operations.
- Assist municipalities when a Disaster Recovery Program (financial assistance) is announced.

Disaster Services Branch
Alberta Municipal Affairs
16th Floor, Commerce Place
10155 – 102 Street
Edmonton, Alberta T5J 4L4
Tel: 780-422-9000 or Fax: 780-422-1549
http://www.gov.ab.ca/ma/ds
April 2002

Alberta
MUNICIPAL AFFAIRS

Disaster Social Services Planning in Alberta

In a large-scale disaster, the volume, urgency and intensity of human needs and the degree of social disorganization are such that regular community resources are unable to cope. The situation requires the implementation of a Disaster Social Services (DSS) response system to meet the urgent physical and personal needs until regular social services or special recovery programs are effectively in operation.

DSS is a specialized component of municipal emergency planning. Development of the community's DSS Response Plan begins with the municipal Director of Disaster Services appointing the DSS Manager. The DSS Manager should be a senior member of a social services agency in the community. The Director of Family & Community Support Services/Community Services (e.g. municipal social services) is usually given this appointment. In some instances, the municipality assigns DSS management responsibility to Alberta Human Resources & Employment (provincial social services).

The DSS Manager is responsible for developing and activating the DSS Response Plan, which will involve many local agencies, organizations and volunteers. The first step that the DSS Manager undertakes in developing the plan is to assign people (and alternates) to the following key positions:

- Reception Centre Manager
- Registration & Inquiry Supervisor
- Food Service Supervisor
- Lodging Supervisor
- Clothing Supervisor
- Personal Services Supervisor
- Volunteer Services Supervisor
- Central Registry & Inquiry Bureau Supervisor

This group forms the DSS Committee, which is chaired by the DSS Manager. The size of the committee will vary according to the size of the community. In large urban centres, the committee would be expanded; in smaller communities, the same individuals may fulfill several roles. Irrespective of the size of the community, the same planning and response events will typically occur but the scale will vary.

The functions of the DSS Committee are two-fold:

- To develop and maintain the DSS Response Plan
- To activate the DSS Response Plan following an emergency or disaster

Alberta Disaster Services has developed a DSS Response Planning Model. To request a copy of the model, contact your Disaster Services District Officer or call 780-422-9000 or 1-800-272-9600. District Officers can also provide information on DSS training.

Disaster Services Branch
Alberta Municipal Affairs
16th Floor, Commerce Place
10155 – 102 Street
Edmonton, Alberta T5J 4L4
Tel: 780-422-9000 or Fax: 780-422-1549
http://www.gov.ab.ca/ma/ds
April 2002

Alberta
MUNICIPAL AFFAIRS

Alberta's Disaster Recovery Programs

Disaster recovery programs provide financial assistance for municipalities and their citizens who incur uninsurable loss and damage as a result of a disastrous event. These programs are an effective way of assisting municipalities by ensuring that the costs of disasters are shared by all Albertans, and whenever possible, by all Canadians through cost sharing arrangements with the federal government.

- Disaster financial assistance programs are administered under the Alberta Disaster Recovery Regulation, and are designed to serve as a safety net to assist with essential needs only for uninsurable loss and damage to homes, farms and small businesses, as well as municipal and provincial infrastructure damage and emergency operations costs. Most programs result from overland flooding.
- A state of local emergency does not have to be declared in order to receive financial assistance under a disaster recovery program.
- After a major emergency or disaster event, Disaster Services in co-operation with municipalities, monitor the situation to determine if there is likely to be a need for financial assistance. The province's Disaster Recovery Committee reviews the circumstances of the event and makes recommendations regarding possible program approval.
- Compensation is not paid when the damages, loss or costs could have been reasonably prevented, could be recovered under another government program, or recovered through legal action.
- Once a program is announced, registration offices, to receive applications for assistance, are opened the same or next day. Offices are located in convenient locations for those impacted by the disaster.
- The applications are evaluated for eligibility.
- Accounting and financial procedures have been streamlined to ensure that compensation payments are made in the shortest time possible.
- These programs are based on the principle of shared risk. They assist municipalities and their citizens by ensuring that losses resulting from disasters are cost shared by all Albertans, and whenever possible by all Canadians. Programs may be cost shared with the federal government on a graduating scale. On programs that meet federal eligibility criteria, federal cost sharing starts after the province has paid the first dollar per capita (approximately $3 million) of eligible damages.

Disaster Services Branch
Alberta Municipal Affairs
16th Floor, Commerce Place
10155 – 102 Street
Edmonton, Alberta T5J 4L4
Tel: 780-422-9000 or Fax: 780-422-1549
http://www.gov.ab.ca/ma/ds
April 2002

Alberta
MUNICIPAL AFFAIRS

Joint Emergency Preparedness Program

The Alberta Joint Emergency Preparedness Program (JEPP) is designed to provide financial assistance to communities on a cost-shared basis to fund projects that will develop or enhance regional emergency response capability. The program is administered by Municipal Affairs Disaster Services through the federal Joint Emergency Preparedness Program, sponsored and funded by the Office of Critical Infrastructure Protection and Emergency Preparedness.

Alberta municipalities may submit an application to cost-share the purchase of emergency response equipment provided that:

- The municipality has an established Disaster Services Agency.
- The municipality maintains and exercises a current municipal emergency plan.
- The municipality has appointed a Director of Disaster Services.
- The project has a clear objective and demonstrated need.
- The municipality agrees to make the equipment available regionally through mutual aid agreements.

The municipality must have the signed approval from the elected head of council or designated official, with a commitment to pay the total cost of the project and subsequently claim for reimbursement at the agreed funding ratio.

Eligible projects include Telecommunications Systems, Rescue Equipment, Emergency Power Equipment, Mobile Command Posts, Emergency Operations Centres, Rescue Vehicles and Prototypical Initiatives. Funding ratios on approved projects are normally based on a 50/50 sharing ratio.

The District Disaster Services Officer serving the municipality facilitates application procedures. Municipalities obtain the application form from the District Officer, who will assist them in ensuring that the project is eligible for funding and will assist them in completing and forwarding the form for consideration.

Projects must not start until receiving formal approval from the Disaster Services Branch. If equipment or services are purchased prior to approval being granted, such action will render those purchases ineligible for cost sharing.

Disaster Services Branch
Alberta Municipal Affairs
16th Floor, Commerce Place
10155 – 102 Street
Edmonton, Alberta T5J 4L4
Tel: 780-422-9000 or Fax: 780-422-1549
http://www.gov.ab.ca/ma/ds
April 2002

Alberta
MUNICIPAL AFFAIRS

Appendix E. References

1. Alexander, David. "Scenario Methodology for Teaching Principles of Emergency Management." *Disaster Prevention and Management.* Vol. 9, No. 2: 2000
2. Auf der Heide, Erik. *1989. Disaster Response: Principles of Preparedness and Coordination.* www.coe-dmha.org/dr/static.htm
3. Canadian Emergency Preparedness College. 1998. *Emergency Operations Centre Characteristics.*
4. Canadian Emergency Preparedness College. *Emergency Site Management System. A Study Guide.* February 2001
5. *Civil Protection.* "Get Real Plea by Top Disaster Reporter." Issue No. 51. Winter 2000/2001
6. Comfort, Louise K. (1988), *Managing Disasters: Strategies and Policy Perspectives.*
7. Dynes, Russell R. 1998. *Dealing with Disasters in the 21st Century.* Newark, Delaware: Disaster Research Center, University of Delaware. 19716
8. Drabek, Thomas E. (1986), *Human System Response to Disaster: An Inventory of Sociological Findings.*
9. Drabek, Thomas E and Hoetmer, Gerard J., editors. *Emergency Management: Principles and Practice for Local Government.* 1991.
10. Dynes, Russell R. 2000. *Governmental Systems for Disaster Management.* Newark, Delaware: Disaster Research Center, University of Delaware. 19716
11. Dynes, Russell R. 2000. *The Impact of Disaster on the Public and their Expectations.* Newark, Delaware: Disaster Research Center, University of Delaware. 19716
12. Dynes, Russell R. "Community Emergency Planning: False Assumptions and Inappropriate Analogies." Pp 141-158. *International Journal of Mass Emergencies and Disasters.* Aug. 1994. Vol. 12
13. Emergency Management Australia. *Manual 2. Operations Centre Management 1996*
14. Federal Emergency Management Agency. *The CEOs Disaster Survival Kit. A Commonsense Guide for Local Government Chief Executive Officers.* October 1988
15. Government of Quebec. 1999. *Facing the Unforeseeable. Lessons Learned from the Ice Storm of '98.* Les Publications du Quebec. Sante-Foy, Quebec.
16. Kuban, R. 1996. *The Canadian Fire Officer's guide to emergency management.* Calgary, AB: Pendragon Publishing.
17. Kuban, R. 1995. *Crisis management in Canada: A study of its practice.* Calgary, AB: Pendragon Publishing.
18. Mileti, Dennis. 1999. *Disasters by Design: A Reassessment of Natural Hazards in the United States.* Joseph Henry Press. Washington DC
19. Peterson, Danny M., and Perry Ronald W. "The Impacts of Disaster Exercises on Participants." *Disaster Prevention and Management.* Vol. 8, No. 4. 1999
20. Quarantelli, E. L. 1984. *Organizational Behavior in Disasters and Implications for Disaster Planning.* National Emergency Training Center, Emmitsburg, Maryland. 1984. Monograph Series, Vol. 1, Number 2
21. Quarantelli, E. L. 1988. *Major Criteria for Judging Disaster Planning and Managing and their Applicability in Developing Societies.* Newark, Delaware: Disaster Research Center, University of Delaware
22. Quarantelli, E. L. 2000. *The Disaster Recovery Process: What we Know and Do Not Know from Research.* Newark, Delaware: Disaster Research Center, University of Delaware
23. Quarantelli, E. L. 2001. *Disaster Planning, Emergency Management and Civil Protection: The Historical Development of Organized Efforts to Plan For and to Respond to Disasters.* Newark, Delaware: Disaster Research Center, University of Delaware
24. Regional Municipality of Ottawa-Carleton. 1998 *Ice Storm 1998. Sharing the Lessons Learned.* Ontario.

25. Rubin, Claire B. 1998. *What Hazards and Disasters are Likely in the 21st Century or Sooner?* Natural Hazards Research and Applications, Information Center, Institute of Behavioral Science, University of Colorado

26. Scanlon, Joseph. 1999. *Widely Recommended, Increasingly Widely Used: The Role of the EOC in Local Emergency Management.* Emergency Communications Research Unit. Carleton University, Ottawa, Ontario

27. Tierney, Kathleen J., Lindell, Michael K., and Perry, Ronald W. 2001. *Facing the Unexpected: Disaster Preparedness and Response in the United States.* Washington, DC

28. Wilson, Henry C. "Emergency Response Preparedness: Small Group Training. Part 1- Training and learning styles. Pp. 105-116 *Disaster Prevention and Management* Vol. 9. No.2. 2000

29. Wilson, Henry C. "Emergency Response Preparedness: Small Group Training. Part 2 -Training methods compared with learning styles. Pp. 180-199. *Disaster Prevention and Management* Vol. 9. No.3. 2000

Appendix F. Index

A

Alberta Disaster Services Approved Trainers, 4-1, 4-2,
Alberta emergency preparedness and management framework, 18
Alberta's Disaster Recovery Programs, 30
Alberta's Emergency Preparedness Framework, 27

B

Basic Emergency Preparedness Course, 8-1
BEP Course Information Sheet, 8-12

C

Class List, 4-1
Conduct of Training, 4-1
Conduct of training observation report, 7,
Course Content Requirements, 3-1, 4-2,
Course Objective,3 -1,

D

Disaster Services, ii
Disaster Services Act, 1-1, 18, 19, 21, 27
Disaster Services Branch, iii, iv, 4-1, 5-1, 18, 19, 20, 26
Disaster Services District Officer, 4-1, 6-1, 7-3, 8-3, 9-3,10-3,
Disaster services training, 1-1, *4-1*
Disaster Social Services Planning Course, 11-1,
Disaster Social Services Planning Course Information, 11-17
Distribution, iv

E

Emergency Management Course, 10-1
Emergency Management Course Information Sheet, 10-15
Emergency Public Information Officer Course, 9-1
Emergency Public Information Officer training course, 10-1
Evaluation Exercises, 3-1
Evaluation Matrix, 5-2
Evaluation of Training, 5-1
Experiential Design Model, 3-2

F

Fact Sheets, 25
Foreword, iii
Forms, 1

G

Glossary, 18

I

Impact Level, 2-1
ISBN Number, ii

J

Joint Emergency Preparedness Program, 31

L

Learner evaluation, 5
Learner manual assessment tool, 13
Learning level, 2-1
learning objectives, 1-1, 1-2,
Learning Outcomes,3 -1
Lesson plan assessment tool, 14

M

Municipal Elected Officials Course, 7-1,
Municipal Sponsorship Program, 4-1

N

Needs assessment, 2-1
Needs Assessment Strategy Matrix, 2-1

P

Performance Level, 2-1
Principles of Adult Learning, 24

R

Reference(s),3 -1, 32
Responsibilities of the Trainer, 4-1
Role of Alberta Disaster Services District Officer, 28

S

Sample lesson plan, 15

T

Teaching Points,3 -1,
The Training Process, 1-2
Time,3 -1
Topic Outline,3 -1
Trainer's report, 6
Training Design, 3-1
Training Needs Analysis, 2-1
Training Roles and Responsibilities, 4-1
Training Validation Matrix, 6-1

V

Validation, 5-1, *5-2, 6-1*
Video Collections, 4-2